

Service/Warranty Information

Section I. Standard Equipment Warranty

Somat Standard Warranty is for parts & labor for a one year period starting on the date of equipment startup.

Standard Warranty Limitations: Defective parts and workmanship. Wear items will not be covered (this includes cutting blades or parts of the cutting mechanism).

Standard Warranty Parts: All warranty parts to be sent from Somat Company. Service agencies *SHOULD NOT* purchase parts for warranty services.

Standard Warranty Identification: Notification from Somat Company required.

Standard Warranty Authorization: All warranty services require an Authorization Number issued by Somat Service. Third-party authorizations or authorizations not provided by Somat Company will not be honored unless specifically stated by Somat Company. Authorization Number required before responding to any warranty service request. Somat Company at its own discretion may or may not cover work performed without prior authorization

Standard Warranty Forms: CFESA

Standard Warranty Submittal Time Limitation: 30 Days

Standard Warranty Technician Limits: Warranty calls will only be paid for one (1) technician unless prior approval is granted for additional technicians.

SOMAT COMPANY

165 Independence Ct.
Lancaster, PA 17601

Phone: 717-397-5100
Fax: 717-291-0878

E-mail:
wsaylor@somatcompany.com
www.somatcompany.com



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Section I. Standard Equipment Warranty Exceptions

Warranty work is for defective parts or workmanship on Somat original equipment and does not cover wear items, cleaning, or problems resulting from improper use by the end user as listed in the owners' manual.

Any cutting blade, rotating blade, impact bar, sizing ring, or any other cutting mechanism part damaged due to improper waste materials or any cutting mechanism part that has been worn due to use may not be covered under Somat warranty.

Any motor, solenoid valve, electrical panel, junction box, or any electrical device in Somat equipment that has been damaged by water, improper installation, electrical short from surges or storm related strikes may not be covered under Somat warranty.

Extractor screws and screens will not be warranted for wear. Defective or workmanship related extractor parts must be submitted to Somat for verification before credit will be issued.

Line clogs that are resultant of improper feeding, clogs due to improper line installation, leaks in areas that Somat did not fabricate (i.e. table connection), leaks due to improper pipe bracing, tampering with system settings, jams due to non-waste stream items or jams due to dull/missing cutting mechanism parts, alterations to equipment without prior Somat approval or any other action that could cause harm to the equipment's performance may not be covered by Somat warranty.

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Section 2. Equipment Startup

New Equipment Startup: Authorization from Somat Company is required before responding to startup requests. Third party initiations will not be accepted. Authorization will be in the form of a “Pre-Startup Checklist” which is sent from Somat with cover letter.

Startup Packages: Startup packages contain pertinent information for the technician to perform a proper startup and laminated copies of operation/warning posters. These packages also contain electrical and mechanical prints as well as a CD containing the owners’ manual. This information must stay with the equipment.

Startup packages are sent from Somat to the servicer in nearest proximity to the customer location.

Installation Errors: If technician finds equipment is not ready for startup due to installation errors or incomplete installation, the technician must notify Somat Company by calling.

Startup Billing: Somat recognizes labor, mileage and travel for startup billing. Please include completed Somat Warranty Registration form and completed Startup Checklist, both of which are found in Startup Package paperwork.

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Section 3. Startup and Warranty Billing

Startup Billing: Somat recognizes labor, mileage and travel for startup billing. Please include completed Somat Warranty Registration form and completed Startup Checklist, both of which are found in Startup Package paperwork.

Warranty Billing: Mail Warranty invoice separately (not with returned goods). Two copies required.

Somat recognizes labor, mileage and travel for warranty billing.

Warranty Repair Hours: If Somat recommended service repair hours are required to bid/bill repairs, please notify Somat so that the appropriate information can be sent.

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Section 4. Warranty Parts Return

Warranty Parts Return: Please return to Somat all PLC controllers for proper evaluation and disposal. All other parts, please contact Somat Service or Somat Parts Departments for RMA. Properly identify parts and serial number of unit items were removed from. Mark box/item with Authorization Number.

Warranty Motors: All motors deemed defective by the service agency and who are claiming warranty status must take the motor to a local authorized motor repair center and have the report of failure faxed directly to Somat Company. Please call Somat Service for a local repair center.

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Section 5. Parts Purchasing

Minimum Order: \$75.00

Payment Terms: *Credit Card*

Account Holders: Net 30 w/ credit terms

Shipping Methods: UPS -

Can ship on customer UPS account.

Shipping Cutoff: 2pm EST, M-F; Credit Card orders 2:30pm

Freight Items: F.O.B. Lancaster, PA 17601

Back Order: No partial shipments/back orders unless stated on purchase order.

Returns: RMA required.

25% Restocking Fee on stocked parts.

90 day return on all stocked parts excluding:
Electrical, Custom or Special Fabricated
Parts, Hardware.

Warranty on purchased parts is 90 days,
RMA required.

Freight Prepaid.

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Service/Warranty Information

Section 6. Somat Company Contact Information

Phone: 1-800-237-6628 or 717-397-5100

Fax: 717-291-0878

Web: www.somatcompany.com

www.youtube.com/user/SomatCompany

Business Hours: Mon-Fri , 8am - 5pm EST.

Somat Service, Warranty & Technical Support:

Todd Heagy Ext: # 176 service@somatcompany.com

Somat Parts Department:

Darren Krott Ext: # 133 parts@somatcompany.com

Somat Shipping Department:

Kenny Sowers Ext: # 263 ksowers@somatcompany.com

Somat Accounts Payable:

Meghan Aungst Ext: # 125 maungst@somatcompany.com

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