



**Marathon**

# **WARRANTY POLICY**

*AND*

## ***PROCEDURE GUIDE***

REVISION DATE: AUGUST 2024

MARATHON EQUIPMENT INC.  
[WWW.MARATHONEQUIPMENTINC.COM](http://WWW.MARATHONEQUIPMENTINC.COM)

**INFORMATION SUBJECT TO CHANGE WITHOUT NOTICE**



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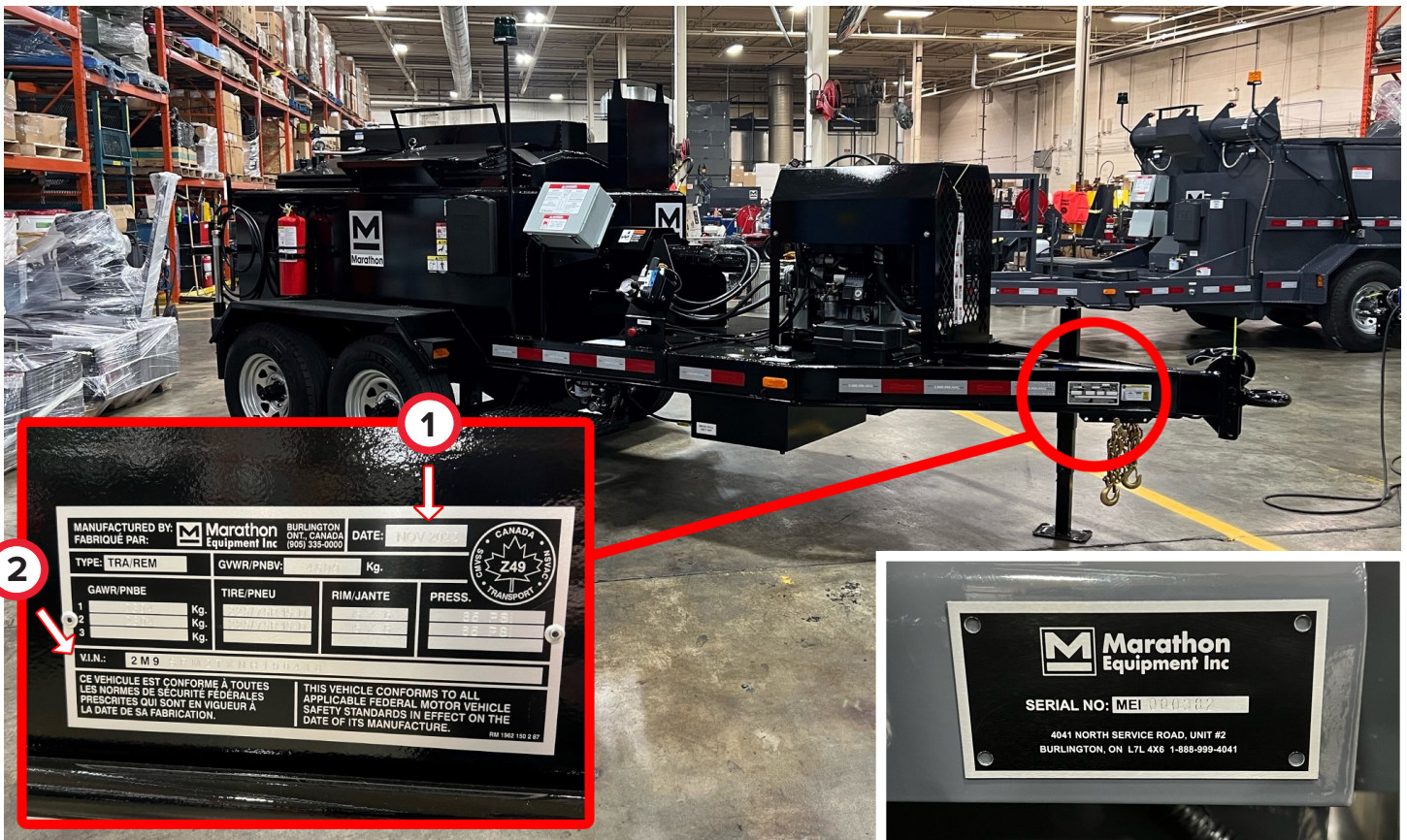
# PRODUCT REGISTRATION

All equipment manufactured by Marathon Equipment Inc. is pre-registered into our system prior to pick up or shipment from factory. This helps us track the equipment in regards to warranty coverages and helps speed up the claim process. In order to begin warranty coverage we request that an updated equipment registration be submitted electronically within 10 business days of sale & delivery to end user. Upon receipt of this information, the warranty period will begin. Failure to file this information with us at the time will alter the coverage timeline and all warranty coverages will default back to 90 days from the date of shipment from factory. All dealer equipment deemed as stock/inventory or demo units will not require any updated registration / in-service dates until the unit has been sold to an end user, in which the above will apply.

If you are unsure of your equipment warranty coverage timeline, please contact your Marathon Equipment Inc. selling dealer in order to obtain the required information.

Prior to contact please have the following information ready to help assist your representative in identifying your equipment - this is all located on the VIN tagged affixed to the front trailer A-frame, passenger (curb) side.

- 1. Date of Manufacture
- 2. VIN Number





## WARRANTY FORM

**All warranty claims must be submitted electronically. Any other method of warranty form submission will **NOT** be accepted or reviewed, including all prior forms which are deemed obsolete.**

To locate the warranty form on our website:

1. Visit our website at [www.marathonequipmentinc.com](http://www.marathonequipmentinc.com)
2. Select "Contact & Forms"
3. Select "Registration And Sales Inquiry"
4. Select "Warranty Request"
5. Fill out **\*ALL** required fields
6. Click "Submit"

To locate the warranty form directly:

1. Visit <https://forms.marathonequipmentinc.com/warranty-request>
2. Fill out **\*ALL** required fields
3. Click "Submit"

Mobile Phone Quick Access:

1. Scan QR code below with your mobile phone camera
2. Fill out **\*ALL** required fields
3. Click "Submit"



**\* Failure to fill out all required fields will deem form incomplete and claim will not be reviewed or processed.**



## **WARRANTY PROCEDURE & RETURN POLICY**

Before submitting a warranty claim form please make sure the failure meets the all of the proper guidelines for consideration as outlined in this policy. To see all exclusions (any non re-imbursable items and/or repairs that are **NOT** covered under this limited warranty) please refer to guide beginning on page 7.

Do not return **ANY** parts or equipment without prior authorization & approval of the service manager. If return parts are oversized, Marathon Equipment Inc. may request you affix a provided shipping label for freight return which will be provided by our shipping or service department.

Upon approval all parts and/or equipment must be returned to factory **“FREIGHT PREPAID”** by the dealer/customer for evaluation. Any associated freight costs to transport equipment for any warranty service is not covered (“exclusion”) - transportation to the repair facility is the responsibility of the owner or end user.

After the warranty evaluation is completed and coverage is approved, standard return transportation re-imbusement is only applicable for items sent by courier ground service (any overnight or express shipping services is not covered (“exclusion”) and credit will be adjusted for ground service cost.

All claims that include a request for miscellaneous expenses **MUST HAVE ATTACHED** a copy of the itemized invoice showing the amount paid. A copy of the invoice for all return freight being claimed **MUST BE ATTACHED** as well otherwise we will adjust accordingly based on our rates at that time. If copies of these items are not included they will not be considered for re-imbusement.

Marathon Equipment Inc. will process each claim in its entirety within 30 days of its receipt if nothing is requested for evaluation. If items are required to be returned it will add to the entire processing time accordingly.

**In accordance with Marathon Equipment Inc’s warranty policy, the approved adjustments or credits will be issued to the dealer or customer based on the original charge at the date of purchase. This is decided upon by the SERVICE MANAGER at factory and all decisions are FINAL. If you wish to dispute a decision, please contact the service manager directly:**

**TEL: 905-335-0000 EXT. 108**  
**DIRECT: 905-335-9289**  
**[SERVICE@MARATHONEI.COM](mailto:SERVICE@MARATHONEI.COM)**



## **LIMITED WARRANTY POLICY**

Marathon Equipment Inc. warrants its equipment to the original purchaser (“end user”) only against defects in all fabricated items and/or workmanship based on normal use of service.

Warranty coverage is **2 years w/ unlimited hours** for all in-house fabricated items & **5 years w/ unlimited hours** on trailer frames - both beginning on the date of in-service registration. All warranty repair labour will follow a set rate of \$70.00 per hour. Upon sale or rental of the equipment by a dealer/distributor, updated equipment registration must be submitted electronically within 10 business days to begin the warranty coverages. In absence of this data on file, the date will default back to 90 days from when the shipment left our factory. Please refer to page 2 for details.

Replacement parts are warranted for a period of 60 days from factory invoice or from the date of the dealer/distributor to end user invoice. A copy of the invoice will be required as proof of in-service date. If invoice is not provided, coverage timeline will revert back to the original factory invoice date from factory to dealer/distributor. Repair labour is warranted by the servicing location and not by Marathon Equipment Inc. unless work is completed in house at factory, in which a period of 60 days from factory repair invoice will apply. Replacement parts may require up front payment until warranty inspection of the faulty part is complete and deemed approved, at which time a refund or credit will be applied.

All heated hoses, wands and material pumps will be required to return to factory for evaluation unless deemed not necessary by the Marathon Equipment Inc. service manager. Material pumps must be clean of all product upon arrival or inspection will not occur. All remaining parts may not need to return to factory - this will be decided upon at the time of claim submission. For more information please review “Warranty Procedure” on page 4.

Our responsibility under the warranty is limited to replacement or repair (at Marathon Equipment Inc’s discretion) of such part(s) in which the warranty inspection confirms items to be defective. All repairs shall be performed at either our (Marathon Equipment Inc.) factory in Burlington, ON, Canada, an approved and certified repair facility (“repair dealer”) or at a facility approved and designated by Marathon Equipment Inc. - failure to comply by this will deem warranty coverage **VOID**.

Please contact your closest factory authorized Marathon Equipment Inc. dealer that was the original distributor of your equipment or OEM parts for repair locations to maintain warranty coverage. All self repairs will **VOID** your warranty unless deemed acceptable by the Marathon Equipment Inc. service manager **PRIOR** to commencing. **No exceptions.**

**In no event shall Marathon Equipment Inc. be liable for incidental or consequential damages of any kind whatsoever. Job down time, travel time to/from, over-head and performance penalties are NOT recognized at any time as part of warranty coverage. Labour and diagnostic times related to all warranty repairs will be reviewed and adjusted (if necessary) for re-imburement.  
The use of aftermarket or NON-OEM parts will result in denial of the claim.  
**No exceptions.****





## WARRANTY TIMELINES

ITEM	COVERAGE
TRAILER FRAME	5 YEARS
IN-HOUSE FABRICATED PARTS (INCL. STEEL GUARDS & BRACKETS, HEATED HOSES, HYDRAULIC HOSES, ETC)	* 2 YEARS
ADD-ON PARTS (EX. THERMOMETERS, MANIFOLD BLOCKS)	2 YEARS
BRAKES	EXCLUSION SEES PAGE 7-8
BATTERIES	3RD PARTY SEE PAGES 10-11
ENGINES	3RD PARTY SEE PAGES 10-11
ELECTRICAL & COMPONENTS	2 YEARS
FILTERS, SEALS & GASKETS	EXCLUSION SEE PAGES 7-8
FLUIDS (ALL)	EXCLUSION SEE PAGES 7-8
GEAR BOXES & PUMPS	* 1 YEAR
PAINT (INCL. CORROSION)	* PLEASE CONTACT
SUSPENSION	2 YEARS
WHEELS (RIM & TIRE)	EXCLUSION SEE PAGES 7-8

\* PLEASE CONTACT MARATHON EQUIPMENT INC. FOR INFORMATION



## WARRANTY EXCLUSIONS (NON-RE-IMBURSABLE ITEMS)

Warranty does not apply to defects caused by improper / unreasonable use, damages (including freight damage - see page 9) accidents, failure to provide reasonable maintenance or a faulty repair made by others; further, warranty is **VOID** if the product or any of its components are modified or altered in any way or if aftermarket or non-OEM parts have been used during the warranty period. Written or verbal (documented) approval from the Marathon Equipment Inc. service manager is required prior to anyone or any non-certified repair facility working on the equipment for warranty purposes to maintain coverage. **No exceptions.** If a non-certified facility or individual commences repairs deemed under warranty without the written or verbal (documented) approval from the Marathon Equipment Inc. service manager, coverage will be **VOID**.

Warranty excludes coverage on all consumables/maintenance items:

Oils & fluids, filters, fittings, connections, hoses (due to operator error), fasteners, gaskets, shop supplies, seals, and all other consumables as well as adjustments including initial tightening of fittings, connectors and fasteners that may have come loose during transportation.

1. Outdoor storage paint / metal corrosion protection will be taken on a case by case basis and will be decided upon after determination of cause by the Marathon Equipment Inc. service manager.
2. Labour time as a result of self diagnosing without prior approval from the Marathon Equipment Inc. service manager will be adjusted or declined as required in accordance to company guidelines.
3. Paint issues due to use of pressure washer or other high-pressure sprayers.
4. Paint issues due to contact with gasoline, diesel fuel or other corrosive fluids & chemicals.
5. Rental fees of another machine or other related equipment while equipment repairs are in progress.
6. Telephone or any other related communications expenses.
7. Loss of revenue resulting from the failure.
8. Loss or damage to personal property.
9. Transportation charges accrued during transportation of failed parts or equipment.
10. Excessive time expended in the diagnosis or repair of the equipment failure.
11. Damage in transit. Please refer to page 9.
12. Travel time to diagnose equipment problems and execute repair.
13. Complete assemblies that have failed prematurely as a result of customer failure to address any kind of warrantable condition.
14. Normal service work over and above the repair or replacement of defective parts.
15. Repairs made to engines or other items under third party warranty.
16. Damaged or defective parts / failures of these components that may occur as a result of accident, alteration, abuse, improper use, normal wear or other cause beyond control.





17. Charges for warranty repairs in excess of Marathon Equipment Inc. standard warranty labour rate.
18. Damage to diesel engines and burner systems where recommended fuels have not been used, including the use of biodiesel fuels.
19. Any alteration to parts, engines, equipment, wiring etc will deem warranty **VOID** without the written or verbal (documented) approval from the Marathon Equipment Inc. service manager.
20. Rims and tires (“wheels”) are covered for manufacturer defects only and doesn’t include any of the following exclusions: mileage wear and tear, results due to road hazards such as tire punctures, nails/ screws, glass, metal, or any other item on a roadway; cosmetic rim repair, bent rims or tire blowout due to potholes, manhole covers or any other item on a roadway; dry rot, or any other issue caused by improper maintenance.

**BEFORE CONDUCTING ANY KIND OF WARRANTY REPAIR TO YOUR EQUIPMENT, PLEASE CONTACT THE MARATHON EQUIPMENT INC. SERVICE DEPARTMENT TO ENSURE YOUR REPAIR IS AUTHORIZED BEFORE COMMENCING. FAILURE TO RECEIVE WRITTEN OR VERBAL (DOCUMENTED) APPROVAL WILL RESULT IN THE DENIAL OF YOUR CLAIM.**



## **BROKEN / DAMAGED SHIPMENTS**

Marathon Equipment Inc. uses specified shipping carriers for all equipment and part shipments with included insurance for safe delivery and peace of mind. If a shipment is requested to leave with the end users own supplied delivery carrier, they will assume all liability for the safe transportation to their destination. Any damages as a result of this method will be between end user and chosen carrier.

All shipping containers and packages arranged by Marathon Equipment Inc. should be inspected upon arrival **PRIOR** to accepting / signing the delivery receipt (Bill of Lading "B.O.L.") for any damages or loss, including: dents, bends, punctures, scratches/scrapes, broken parts. If damage is present upon shipment arrival, the B.O.L receipt must be signed stating the damages found with the carrier driver to maintain shipment insurance coverage. Failure to notify driver and sign B.O.L. receipt will mean the shipment was accepted as arrived and damages will not be covered by the carrier or by Marathon Equipment Inc. **No exceptions.**

If any sort of concealed damages are found after delivery acceptance **within 24 hours** please contact Marathon Equipment Inc. immediately to remedy the situation. **Failure to file a claim within 24 hours from delivery will void insurance coverage on the shipment. No exceptions.**



## THIRD PARTY WARRANTY

The following outlines all third party warranty parts & labour coverages. These items **MUST** follow the manufacturers policies and is completely separate from the coverage offered by Marathon Equipment Inc. Failure to comply will deem the item warranty **VOID**. Marathon Equipment Inc. is not held liable for any warranty related issues on products listed unless deemed at fault during factory installation, which will be decided upon by the Marathon Equipment Inc. service manager. **No Exceptions.**

### **1. KOHLER ENGINES**

End user must search for their local certified repair facility at [www.kohlerpower.com](http://www.kohlerpower.com) under the “**Find a Dealer**” tab. If dealing with a Kohler diesel engine, you must locate an “**Expert Dealer**” as they are the only servicing locations for diesel fired engines. Invoice must be provided to confirm eligibility.

Diesel Engines – 2 years, 100% parts & labour.

Gas Engines – 3 Years With Exclusions. Please contact Kohler dealer for more information.

### **2. BECKETT DIESEL BURNERS**

Beckett does **NOT** issue warranties for full burners, but for the failed part(s). End user must call the Beckett tech hotline for field assistance. Please have your contractor tool at hand. **1-800-645-2876**  
**Canada claims** – must be processed through Marathon Equipment via part(s) return to Beckett Guelph.  
**USA claims** – Photos of burner part & Beckett spec labels must be sent to Marathon Equipment Inc. and will be addressed case by case (to determine if a return is necessary.)

18 Months – Most Burner Components

36 Months – Ignitor

### **3. HONDA GX ENGINE LINE & GENERATORS**

Honda GX engines are covered for 3 years from the date of purchase by the end user. This is a global warranty for defects in material or workmanship, and can only be diagnosed and completed by your closest **Honda registered service dealer**. To proceed with a warranty claim, you must call your local Honda power equipment dealer and ask for a “**Registered Service Repair Center**” near you that is authorized to do warranty work. They will then carry out the inspection, diagnosis, and repair. The full warranty process **MUST** stay within the country that the unit is being used - Honda Canada will cover all Canadian customers while USA customers must deal with Honda USA and their dealer network. Invoice must be provided to confirm eligibility.

### **4. BRIGGS & STRATTON VANGUARD ENGINES**

All engines carry a 36 month warranty. This can be extended an additional 12 months if the end user scans the QR code and registers the engine. Invoice must be provided to confirm eligibility.

### **5. INTERSTATE BATTERIES**

All batteries carry a 2 year free replacement, with discounted replacement for years 3-5. For more information please visit [www.interstatebatteries.com/support/warranty](http://www.interstatebatteries.com/support/warranty)



## 6. AGM BATTERIES

All AGM batteries carry a 1 year limited warranty for defects in material or workmanship resulting in failure. Discharged/damaged batteries due to abuse, neglect, fire, collision, freezing or theft are not covered. Failure to maintain charge on batteries removed for storage is not warrantable.

## 7. ALBANY GEAR PUMPS

Use of water will void coverage. 18 month warranty from purchase date. Invoice must be provided to confirm eligibility. All pumps are required to be returned for warranty inspection - pump must be **CLEAN** with no product inside that would prevent pump from being disassembled and inspected. If pump is returned with product inside the inspection will not be completed. All warranty claims must be processed first through Marathon Equipment Inc. before returning to manufacturer.

## 8. ELECTRIC HOSES & CONTROL BOXES

Electrically heated hoses and hose control boxes carry 12 month coverage on faulty parts and labour. Invoice must be provided to confirm eligibility. Both items are required to be sent back to Marathon Equipment Inc. to proceed with a warranty inspection by the manufacturer.

## 9. DAVIT CRANES & ELECTRIC WINCH

Both crane and attached electric winch (if applicable) carry a 2 year limited warranty. Parts must be returned to **OZ Lifting Products LLC warranty depot** for inspection.

P.O. Box 845, Winona, MN 55987  
Tech Support: 507-457-3346

## 10. SWS WARNING LIGHTS INC.

1 Year - Cables, Controllers, Switches  
2 Years - Work Lights (Flood)  
3 Years - Strobe Beacons  
5 Years - Arrow Boards

## 11. VANAIR VIPER GAS / DIESEL COMPRESSORS

Lifetime Warranty Parts - 3 Years Labour:

Rotary Screw Air Compressor Air End

6 Years Parts - 3 Years Labour:

Vanair Super Capacitor (Vsc)

3 Years Parts - 1 Year Labour:

Reciprocating Compressor Air End, Generators, Welders

2 Years Parts - 1 Year Labour:

Hydraulic Motors, Hydraulic Pumps

1 Year Parts- 1 Year Labour:

All electronics including, but not limited to: I/O Boards, Modules, Panel Boxes, Instrumentation, Clutches, Solenoids, Running Gear/Trailers, Compressor/Hydraulic Coolers, including Fan and Radiator Core

This limited warranty excludes consumables such as shaft seals, valves, belts, filters, capacitors, contactors, relays, brushes or parts that fail due to normal wear and use.



## CONTACT US

**If you have any issues or questions, feel free to reach out to us!**

### **MARATHON EQUIPMENT INC.**

4041 NORTH SERVICE RD, UNIT #2  
BURLINGTON, ON, CANADA  
L7L 4X6

TEL: (905) 335-0000  
TOLL FREE: (888) 999-4041

### **GENERAL INQUIRIES**

[INFO@MARATHONEI.COM](mailto:INFO@MARATHONEI.COM)

### **EQUIPMENT REGISTRATION**

TEL: 905-335-0000 EXT. 405  
[ADMIN@MARATHONEI.COM](mailto:ADMIN@MARATHONEI.COM)

### **EQUIPMENT SALES**

TEL: 905-335-0000 EXT. 102  
[SALES@MARATHONEI.COM](mailto:SALES@MARATHONEI.COM)

### **PARTS DEPARTMENT**

TEL: 905-335-0000 EXT. 104  
[PARTS@MARATHONEI.COM](mailto:PARTS@MARATHONEI.COM)

### **SERVICE, WARRANTY AND TECHNICAL SUPPORT**

TEL: 905-335-0000 EXT. 108  
[SERVICE@MARATHONEI.COM](mailto:SERVICE@MARATHONEI.COM)

