

1-866-795-1586 (TOLL FREE IN THE U.S.)

PHONE: 970-259-2869 • EMAIL: SALES@STONEAGETOOLS.COM

HOURS: 8:00 AM - 5:00 PM MONDAY - FRIDAY (USA MOUNTAIN TIME)

TECHNICAL SUPPORT

STONEAGE offers the products listed in this catalog through its dealer network only. For a list of our current dealers please visit **WWW.SEWERNOZZLES.COM**. Our Technical Support team is available during the hours listed above. They are also available for custom projects, see **STONEAGE SOLUTIONS** below.

MANUALS

OPERATOR'S MANUALS for all equipment are available online. They illustrate tools, identify parts, and detail maintenance and overhaul procedures. Additional copies of the manuals, repair videos and CD's are available at a nominal charge.

REPAIRS

REPAIR & MAINTENANCE SERVICE is available by the same technicians who build and test our tools. We try to complete repairs and test every tool within three days of receipt. Call first so we can record all the information necessary to begin work as soon as the tool arrives. Make sure you include contact information. Send tool to:

STONEAGE INC. Attention Repairs, 466 S. Skylane Dr., Durango CO 81303, USA

SERIAL NUMBER DATABASE is maintained on all equipment sold. If a serial number is provided when ordering parts, we can verify that the right parts are specified.

LEAD TIME

PARTS AND SERVICE KITS are available to ship same day as ordered. Standard tools can usually be shipped the next day. Custom porting of heads usually requires 3-4 days to schedule through the factory. More complicated systems like Lancing Machines are built when ordered, which can take several weeks depending on factory backlog. Check availability and place orders early enough to avoid scheduling conflicts.

ORDERING

CALL OR EMAIL YOUR ORDER to an authorized dealer with purchase order number, shipping and billing addresses, and delivery date. Check datasheet to ensure specifications are complete. Advise whether we should hold shipment until all items are available.

SHIPPING

SHIPPING IS PRE-PAID and invoiced with order but may be charged directly to the customer's account with selected courier by special instruction. Most orders are shipped via UPS or Fed Ex couriers; specify a preference if you wish. Lancing Systems, Floor Cleaners, Telebooms and other large equipment must be shipped by truck or air freight. Either party may make the arrangements. Airline counter-to-counter delivery is not reliable from our mountain location.

PAYMENT

MAJOR CREDIT CARDS OR BANK TRANSFERS ARE ACCEPTED. Pre-payment is required to ship custom equipment.

RETURNS

Any parts returned for credit or warranty must be accompanied by a StoneAge RMA number. Please contact a Customer Service Specialist to obtain an RMA number. A minimum restocking fee of 15% applies to standard items returned unused. Returns will only be accepted on unused items returned 6 months or less from invoice date. All returns and restocking fees are subject to StoneAge final decision. Returns of custom products and obsolete items are not accepted.