

# FACTORY CERTIFIED REPAIR SERVICE

Utility Solutions, Inc. offers Factory Certified Repair services for our Load Break tools. Repairing these products requires unique skills, parts and tools that are offered by our factory. This ensures the safest and most reliable tools are in the field and ready for live line work.

## Benefits

**Factory Trained Professionals** - Utility Solutions, Inc. maintains a highly trained and skilled staff of repair technicians. These technicians report directly to Engineering and work alongside production. This enables them to have tools, parts and procedures necessary to offer the safest and most reliable tools to our customers.

**Safety** - Our Factory Certified Repairs produce safe, consistent and reliable tools for live line work. Our trained technicians **ONLY** work on our tools and have access to the latest parts and procedures. Tools repaired by the factory will have a long and useful life.

**Fast Service** - We service tools in 10 business days or less<sup>1</sup>.

**Extended Warranty** - Using our Factory Certified Repair Service includes a 1 year warranty on parts and labor<sup>2</sup>.



## Instructions

Our Factory Certified Repair Service is easy to use; no RMA or pre-approval is necessary.

1. Download and Print a Repair Service Form from our website. (<https://www.utilitysolutionsinc.com/support/repair-service/>)
2. Carefully pack and ship the tool, along with the completed Repair Service Form.

**Utility Solutions, Inc**  
**Attn: Repair**  
**101 33rd Street Drive, S.E.**  
**Hickory, NC 28602**

3. Upon receipt of your tool, an acknowledgment or estimate of repairs will be sent to you. **Standard Level services will be processed and charged automatically.** Services above Standard Level require approval.

### BREAK-SAFE® Models:

(parts not included, unless noted otherwise)

#### STANDARD

- Complete Tear Down & Inspection
- Standard Replacement Parts including Fasteners and Gaskets.
- All Necessary Safety Updates
- Electrical and Mechanical Tests
- Updated Maintenance Reminder Label
- 1 Year Warranty on Parts and Labor<sup>2</sup>

#### NON-STANDARD

- All *STANDARD* Items Included
- Non-Standard Replacement Parts including select Load Break Components
- Tools deemed unrepairable or requiring additional components are handled on a case by case basis
- 1 Year Warranty on Parts and Labor<sup>2</sup>



### LOAD RANGER® Models:

(parts not included, unless noted otherwise)

#### STANDARD

- Electrical and Mechanical Tests
- Standard Replacement Parts
- Cleaning and Waxing
- 1 Year Warranty on Parts and Labor<sup>2</sup>

#### NON-STANDARD

- All *STANDARD* Items Included
- Non-Standard Replacement Parts including select Load Break Components
- Tools deemed unrepairable or requiring additional components are handled on a case by case basis
- 1 Year Warranty on Parts and Labor<sup>2</sup>



#### Notes:

1. Non-Standard Repairs begin once we receive approval of our estimate of repairs.
2. Refer to our Standard Terms & Conditions for warranty information.
3. Approval includes acknowledging the repair level and price, agreeing to our terms & conditions and securing payment.

8-6-20