



SECURITY ENGINEERED MACHINERY

SEM warrants, for the “Standard” period of time listed below from the date of shipment, that the product will be free from defects in material and workmanship when used under normal operating conditions. Warranty service is performed “on site” by SEM authorized service representatives with the exception of smaller “deskside” models which have a return-to-factory service policy. Warranty on “Parts” is limited to defects and workmanship.

End users can “extend” the time period of the standard warranty on selected High Security and Standard Shredder Models by purchasing an “Extended Warranty Contract”. The standard warranty, extended time period and unit costs are listed below.

EXTENDED PRODUCT WARRANTY ~ HIGH SECURITY SHREDDERS

High Security Shredders come with the following standard warranty: **1 Year Parts, 90 Days Labor, 1 Year Cutting Head**. A One Year Extended Warranty Contract, purchased at the time of the Shredder purchase, changes the warranty to **2-Year Parts, 455-Day Labor, 2-Year Cutting Head**. Pricing is as follows:

| <i>High Security Model</i> | <i>One Year Ext. Warranty Cost</i> | <i>High Security Model</i> | <i>One Year Ext. Warranty Cost</i> |
|----------------------------|------------------------------------|----------------------------|------------------------------------|
| 1124C/3 | \$189.00 | 226C/2 | \$210.00 |
| 244/3 | \$249.00 | 266 | \$395.00 |

EXTENDED PRODUCT WARRANTY ~ NON - HIGH SECURITY SHREDDERS

NON - High Security Shredders come with the following standard warranty: **3 Year Parts, 90 Days Labor, 6 Year Cutting Head**. A One Year Extended Warranty Contract, purchased at the time of the Shredder purchase, changes the warranty to **5 Year Parts, 455 Day Labor, 7 Year Cutting Head**. Pricing is as follows:

| <i>NON - High Security Model</i> | <i>One Year Ext. Warranty Cost</i> | <i>NON - High Security Model</i> | <i>One Year Ext. Warranty Cost</i> |
|----------------------------------|------------------------------------|----------------------------------|------------------------------------|
| 1124 / 1124P | \$ 89.95 | 2226 / 2226P | \$169.95 |
| 3140 / 3140P | \$189.95 | 5140S /5140P | \$269.95 |
| 5146P | \$269.95 | 6040 / 6040P | \$850.00 |
| 7050P | \$1,200.00 | | |

Two and Three Year Extended Labor Warranties are also available. When purchased at the time of the shredder purchase, a 15 and 20% discount respectively will be applied.

WARRANTY PROCEDURES

Warranty is conditional on notification to SEM’s Customer Service Dept. by calling (800) 225-9293. SEM will attempt to resolve the problem over the phone. If unable to do so and the shredder is “within the labor warranty”, SEM will contact an authorized service representative. The service rep will make arrangements with the end user for an “on-site” visit. The replacement part will be sent to the service representative and the visit made after receipt of the part.

If the product is “out of the labor warranty”, SEM will provide the names of authorized service representatives to the end user. The end user will be sent the replacement part. The end user will contact the authorized service rep. If the part is deemed defective, the end user will be responsible to return the defective part within 30 days and be credited accordingly.