



**Hanvey Grooming Van Conversion
Limited Warranty and Liability**

**111 Kayaker Way
Easley SC, 29642**

Warranty and Liability Sections

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Mobile Grooming Van Conversion Warranty

Hanvey Engineering & Design LLC is henceforth known as Hanvey and/or Warrantor. _____ henceforth known as the Owner and/or Purchaser. Hanvey makes every effort to assure that its products meet high quality and durability standards, and warrants to the original purchaser that these products are free from defects in materials, manufacturing, and workmanship of the product. This warranty does not apply to damage due directly or indirectly to: misuse, abuse, negligence, accidents, repairs or alterations outside unapproved facilities, criminal activity, normal wear & tear, or a lack of maintenance. Hanvey in no event can be held liable for: death, injuries to person, injuries to property, nor for any incidental, contingent, special, or consequential damages arising from the use of our product.

All Hanvey warranties detailed below or implied are Non-Transferable. The warranty is only valid for the Original Purchaser; it is not transferable to other persons in the event the vehicle is sold or given to another person.

1.1 Conversion Interior Warranty

The primary conversion interior materials include the following: support structure, walls, ceiling, bulkhead, and floor. These are covered for a period of 7 years against failure due to manufacturing defects and/or improper installation. (Such as delamination of panels, cracked laminate, bubbling floor) This does not cover cosmetic defects like: staining, wear & tear, marking, dents, abrasion of surfaces, or caulking. This 7 year warranty does not include items mounted in/on the walls, ceiling, bulkhead, or floor. (Such as bulkhead door or light fixtures) Nor does it cover damage from Owner mounting aftermarket accessories to the walls, ceiling, bulkhead, or floor. All warranty claims for interior materials must be done by Hanvey at a Hanvey Repair Facility.

1.2 Limited 1-Year Warranty

The primary conversion and components manufactured by Hanvey are covered by a 1-Year non-transferable warranty from the date of purchase by the Original Purchaser. For a detailed list of all components and their warranty reference **Appendix A**. Every Owner can at any time, at their discretion, take on any repair responsibility at their own cost and risk. This allows the Owner to choose materials, labor, and location for repairs. In doing so, Hanvey is absolved of all responsibility, liabilities, and warranty for the repair as well as all associated parts, components, and workmanship. Exceptions to this Limited 1-Year Warranty are detailed in **Appendix B**.

1.3 Vehicle Manufacturer Warranty

Vehicle chassis, drivetrain, engine, transmission, and all components that were a part of the original vehicle before the conversion, are covered under the original vehicle warranty. Contact your local dealership for help addressing anything related to the original vehicle.

1.4 Original Equipment Manufacturer Warranties

Equipment listed in **Appendix C** is warranted by the Original Equipment Manufacturer (henceforth known as OEM). Hanvey does not directly warranty these parts for manufacturing defects, or any other warrantable defects, as Hanvey does not manufacture these components. Warranty claims for these items must still be presented to and verified by Hanvey, regardless if it is an OEM or Hanvey warranty. This allows Hanvey to submit the warranty claim to the OEM on the Owner's behalf. Warrantable items may be required to be returned to Hanvey or pre-authorized facility to submit a warranty claim to the OEM. At that point, **it is up to the discretion of the OEM and their warranty policy, not Hanvey, to approve any OEM warranty claim**. The OEM warranty terms and conditions will vary by OEM and component.

2.1 Owner's Obligations

Owner must notify Hanvey of any defect within fifteen (15) days after it is, or should have been, discovered. While parts under warranty are free of charge it is still the **Owners responsibility to pay the cost of shipping**. All parts shipped under warranty will ship Ground unless otherwise specified and paid for by the Owner. Owner must also pay: service, towing, transportation, and labor charges incurred to obtain warranty repairs. For repair work to be covered under warranty, **Owner must present Hanvey with a quote for approval before work is performed. Owner will NOT be reimbursed for any repair(s) or purchase(s) that were not pre-approved by Hanvey.**

2.2 Hanvey's Obligations

Hanvey shall elect to remedy defects in materials and workmanship caused by manufacturing defects by repair, replacement. All defective products shall be delivered to Hanvey's address listed above unless prior written approval is obtained from Hanvey. Hanvey may, as an option, select another qualified location for the repair to be completed. Hanvey shall remedy defects within a reasonable time, not to exceed sixty (60) days after approved warranty claim.

Hanvey will not be obligated, in any way, to reimburse Owner for any repairs made without pre-approval. Hanvey must be presented with a quote from an approved repair facility and Hanvey will pay the repair facility directly for warranty work. Hanvey reserves the right to deny any quote for repair that is unreasonable or outside the scope of the warranty.

Initial: _____

3.1 DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL CHARGES

(Hanvey is not responsible for loss of income or consequential costs)

The Owner of Hanvey products and any person to whom the products are transferred and any person who is the intended user or beneficiary of the products shall not be entitled to recover from the Warrantor any consequential or incidental damages resulting from any defect in the products. Damages include but are not limited to: loss of use of the vehicle, loss of revenues, any other commercial losses, subsequent use of rental equipment, loss of time, and/or inconvenience.

3.2 Limitations and Disclaimer of Implied Warranties

Hanvey expressly disclaims all implied warranties of merchantability and all implied warranties for a particular purpose after the expiration of the warranty period. There is no warrantor beyond that contained in this warranty. No person has the authority to enlarge, amend, or modify this warranty.

4.1 Design Changes without notice

Hanvey reserves the right to change the design of its product at any time without notice and with no obligation to make corresponding changes in its products previously manufactured.

4.2 Legal Remedies of Owner

This warranty gives the owner specific legal rights and may have other rights which may vary from state to state. No action to enforce this warranty shall be commenced later than six (6) months after the discovery of any defect or after the expiration of the warranty period.

Signature: _____

Date: _____

Appendix A

Equipment Name	Warranty Period	Notes
12 Volt DC Panel	1 Year	Excluding damage caused by electrical short
200 AMP Breaker	1 Year	Excluding damage caused by electrical short
Air Bulbs	1 Year	
Air Conditioner Compressor	1 Year	Excluding damage caused by electrical short
Air Conditioner Condenser	1 Year	Excluding damage caused by electrical short
Air Conditioner Evaporate	1 Year	Excluding damage caused by electrical short
Air Conditioner Hose Fitting	1 Year	
Air Conditioner Hoses	1 Year	
Air Conditioner Power Board	1 Year	Excluding damage caused by electrical short
Air Conditioner Thermostat	1 Year	
Air Conditioner Wiring Harness	1 Year	Excluding damage caused by electrical short
Back-up Camera	1 Year	
Back-up Camera Cables	1 Year	Excluding damage caused by electrical short
Back-up Camera Monitor	1 Year	
Bather Hose	1 Year	
Bather Nozzle	1 Year	
Bathing Beauty	1 Year	Excluding overheating. Example: running without water
Battery Box	1 Year	
Battery Fill Caps	1 Year	
Battery Fill Pump	1 Year	
Black Air Switches	1 Year	
Black Box Outlets	1 Year	Excluding damage caused by electrical short
Bulkhead Door	1 Year	
Caddie Boxes	1 Year	
Ceiling	7 Years	Excluding wear & tear. Void if damaged by Grooming Arm
Coolant Fittings	1 Year	
Coolant Hoses	1 Year	
Dedicated Outlet (Black)	1 Year	Excluding damage caused by electrical short
Door Panels (Rear + Slider)	1 Year	
Drain Pump	3 Months	Excluding damage caused by freezing
Drain Pump Air Switch Box	1 Year	
Dryer Hoses	1 Year	
Dryer Nozzles	1 Year	

Electrical Testing Strip	1 Year	Excluding damage caused by electrical short
Floor	7 Years	Excluding wear & tear, harsh chemicals, dents, or scratches
Fluff Dryer	1 Year	Excluding motor brushes
Fresh Water Pump	1 Year	Excluding damage caused by freezing
Fresh Water Tank	7 Years	Excluding damage caused by freezing
Fresh Water Tank Leaking	1 Year	Excluding damage caused by freezing
Grab Handle	1 Year	
Grooming Electric Table	1 Year	Void if damaged by Grooming Arm
Grooming Mirror	1 Year	
Grooming Table Top	1 Year	Excluding ware & tear, staining, or cutting.
Grooming Van Heater	1 Year	Excluding damage caused by freezing
HairVac	1 Year	Excluding motor brushes and lid gasket
HairVac Hose	1 Year	
HairVac Port	1 Year	
HairVac Remote	1 Year	
HairVac Remote Cord	1 Year	
HairVac Suction Head	1 Year	
HanV Dryer	1 Year	Excluding motor brushes
Heater Boost Pump	1 Year	
Hold-A-Hose	1 Year	
Hose Clips	1 Year	
Hot Water Heat Exchanger	1 Year	Excluding damage caused by freezing
Housekeeping Hose + Wand	1 Year	
Inline Tank Warmer	6 Months	Excluding running without water or damage caused by freezing
Inverter	1 Year	Void if over amped. Example: K9-II dryer.
Inverter Cable	1 Year	
Inverter Output	1 Year	
Inverter Panel	1 Year	
Inverter Remote	1 Year	
LED Light Fixtures	1 Year	
Lexan Component Covers	1 Year	
LIPSystem™	Lifetime	Repair or replace
LIPSystem™ Flanges	1 Year	
Main Wiring Harness	1 Year	Excluding damage caused by electrical short
Metal Tool Cabinet	1 Year	Excluding Lock
Mirror Wire Chase	1 Year	Void if damaged by Grooming Arm.
Multimeter	1 Year	

Pex Tool	1 Year	
Power Outlets (White)	1 Year	
PVC Water Mixer	1 Year	Excluding damage caused by freezing
Rear Shelf and Divider	7 Years	Excluding normal wear & tear
Rear Shelf Light	1 Year	
Rinse Hose	1 Year	Excluding damage caused by freezing
Rinse Hose Spray Nozzle	1 Year	Excluding damage caused by freezing
Roof Vent (Active + Passive)	1 Year	Excluding damage from overhead impacts
Shampoo Holder	1 Year	
Shampoo Pump	1 Year	
Shoreline + Dedicated Ports	1 Year	
Solenoid	1 Year	Excluding damage caused by electrical short
Speakers	1 Year	
Tub Lexan Divider	1 Year	
Walls (Driver & Passengers side, Bulkhead, Equipment Board)	7 Years	Excluding wear & tear, harsh chemical use, adding screws to walls
Waste Tank Drain Hose	1 Year	
Wastewater Tank	7 Years	Excluding damage caused by freezing
Wastewater Tank Leaking	1 Year	Excluding damage caused by freezing
Water Hose Fittings	1 Year	Excluding leaks from loose connections or gaskets
Water Hoses	1 Year	Excluding damage caused by freezing or gaskets
Water Temperature Controller	1 Year	Excluding damage caused by freezing
Wheel Well Cover	7 Years	Excluding wear & tear, harsh chemical use
Wheel Wells	7 Years	Excluding wear & tear, harsh chemical use

Appendix B

Warranty Exemptions

Reason

Fuses	Blown fuses are designed to fail to protect your equipment from power overload. Blown fuses of any kind are not covered under any warranty.
Interior Surfaces, Caulking, and Paint	All surface cosmetics in the conversion have no warranty expressed or implied. Hanvey only guarantees that the conversion will be free of cosmetic defects up to the point that the Owner takes possession of the vehicle.
Sealants and Fluid Leaks	Hanvey only guarantees the conversion will be free of leaks at the time the Owner takes possession of their vehicle. Vehicles are constantly experiencing vibrations from the road and this will eventually loosen connections. Any leaks after the Owner takes possession are considered part of general maintenance and the Owners responsibility to address.
Parts, Repairs, or Workmanship done without pre-approval	Hanvey only warranties Original Workmanship, Hanvey Supplied Parts, and Repairs made by Hanvey or pre-approved repair facilities. While the Owner is within their rights to perform work/modifications/repairs at their discretion without consulting Hanvey, Hanvey will be absolved of all warranty obligations of such work performed on the conversion.
Loose Electrical Connections	Loose electrical connections are warrantied for 30 days for manufacturing defects. Connections on the power system can and will loosen over time as thermal expansion and contraction happens multiple times a day. It is the Owners responsibility and part of general maintenance to maintain tight, clean, and secure electrical connections. After 30 days loose connections will be deemed a result of improper maintenance and therefore not warrantable.
Consumables	Consumables are designed to have a finite lifespan. They do a job that will eventually wear them out resulting in the need for them to be replaced. These items have no warranty, expressed or implied. For a detailed list of consumables, reference Appendix D .

Events or Conditions that Void Warranties

Reason

Freezing	Damages caused by freezing components are not covered by warranty. Freezing can damage any part associated with the water systems. This includes, but is not limited to, Fresh water pump, Drain pump, Water mixer, Tank valves, Tank warmer, Heat Exchanger, Water hose fittings, etc. It is the Owners responsibility to prevent freezing with the use of a ceramic heater, plugged into the dedicated black outlet, running the tank warmer, and/or by winterizing the conversion. (Reference GoHanvey.com for details to avoid freezing) WARNING: Repetitive and/or intense freezing can damage the heat exchanger which could cause engine damage.
Grooming Arm Damage on Ceiling	The use of LIPSystem™ extensions are at your own risk and damage caused by them is not warrantable. These extensions and aftermarket grooming arms can be driven into the ceiling while raising the table. This will void any warranty claim for the LIPSystem™, Electric Table, Ceiling, Lights, and/or Mirror Wire Chase.
Bleach, Chlorine, & Oxidizing Cleaners	The use of bleach, chlorine, and other oxidizing cleaners is not allowed in our conversion. These cleaners cause excessive rusting and cause premature failure of many parts in the conversion. Any damage caused by these cleaning agents is not covered under warranty.
Running Bathing Beauty Dry	The Bathing Beauty is designed to run with water and the warranty is void if it has been run dry. Running the Bather dry will make it overheat causing permanent damage to the internal seals and can even melt the bathing hose. Any damage caused by running the Bather dry is not covered under warranty.

Appendix C

OEM	Part	Warranty Period	Details
Xantrex	Inverter	2 years	Excludes damage from K9-II or other multi motor dryers
Victron	Inverter	5 Years	Repair or replace, exclusions apply
US Battery	6V Batteries	1 Year	Prorated from date of delivery
Harris Battery	Lithium Battery	5 Years	Repair or replace, exclusions apply
Forever Stainless Steel	Tub	2 Years	

Appendix D

Consumables List	Details
Motor Brushes	HairVac, HanV Dryer, Fluff Dryer
Gaskets	Water hoses, HairVac Lid
Filters	Drier, Vacuum, AC, Heater, Inverter, Water