

WARRANTY & DEALER GUIDANCE



Version 1.0 — Effective November 30, 2025

Issued Jointly by:

Great North Hardscape (a division of Snapedge Canada Ltd.) and Pave Tool Innovators Canada (PTI)

1. Warranty Coverage

Great North Hardscape (“GNH”), a division of Snapedge Canada Ltd., together with Pave Tool Innovators (“PTI”), warrants that all PTI tools and products distributed through GNH are free from defects in materials and workmanship for the original purchaser, subject to the terms and limitations outlined herein. This warranty is **non-transferable**.

GNH/PTI will, at its sole discretion, repair or replace any product determined to have a **manufacturing defect** during the applicable warranty period, without charge for parts or labor.

Warranty Periods

- **Standard warranty:** Three (3) years from the date of purchase.
- **One (1) year warranty:** Powered Equipment, Electronics, and Mechanical Systems – Additional Warranty Limitations (1-Year Category)
- ***Rental-use equipment 6 months + strict maintenance + liability cap:** Six (6) months from the date of purchase. GNH reserves the right to determine, based on usage evidence, whether equipment qualifies as rental-use equipment regardless of purchase intent.

Rental Use Equipment – Reduced Warranty Coverage (Six-Month Category)

For equipment used in rental, fleet, or shared commercial rental programs, a reduced warranty period of six (6) months from the date of purchase applies.

“Rental use” is defined as any equipment made available for temporary use by multiple end users in exchange for compensation, or otherwise deployed in a rental fleet environment, including contractor rental programs and equipment rental operations.

Due to the accelerated wear, variable operator skill levels, and inconsistent maintenance conditions inherent in rental applications, this equipment is considered high-cycle commercial use and is subject to increased operational stress beyond standard end-user conditions.

Warranty coverage under this category is strictly limited to defects in materials and workmanship present under normal intended use. Failures resulting from wear, misuse by third-party operators, lack of maintenance, or operation outside of manufacturer specifications are excluded.

All rental-use equipment must be maintained in accordance with manufacturer guidelines, and the dealer or rental operator is required to maintain accurate inspection, maintenance, and repair logs. Failure to provide such records upon request may result in denial or limitation of warranty coverage.

This warranty does not cover downtime, loss of rental revenue, replacement rental costs, or any indirect, incidental, or consequential damages arising from equipment failure.

Consumable and wear items, including but not limited to seals, bearings, filters, hoses, belts, pads, and similar components, are excluded from coverage under all circumstances.

2. Exclusions and Limitations

This warranty **does not cover**:

- Normal wear and tear.
- Damage caused by accident, negligence, misuse, or improper maintenance.
- Unauthorized modification, disassembly, or alteration.
- Corrosion, discolouration, or damage from environmental exposure.
- Any **electrical component showing evidence of moisture intrusion**, including condensation, corrosion, or water marks.
- Collateral damage to persons, property, or other equipment.

Powered Equipment, Electronics, and Mechanical Systems – Additional Warranty Limitations (1-Year Category)

For products containing motors, electrical systems, suction mechanisms, hydraulic components, or other electro-mechanical assemblies, the following additional limitations apply to the one (1) year warranty category:

This warranty does not cover failure or performance degradation resulting from environmental contamination, including but not limited to dust ingress, slurry, cement fines, moisture infiltration, chemical exposure, or corrosive environments.

Electrical components, control systems, and wiring assemblies are excluded from coverage where there is evidence of voltage irregularities, power surges, improper power supply, generator instability, or any form of electrical overload.

Damage resulting from operation outside of the manufacturer's specified duty cycle, rated capacity, or intended application is not covered under warranty.

This warranty excludes all consumable and wear components, including but not limited to seals, bearings, brushes, belts, hoses, filters, gaskets, suction pads, diaphragms, and similar replaceable wear items.

Failure resulting from inadequate maintenance, including but not limited to failure to clean, lubricate, inspect, or replace wear components at recommended intervals, is not covered.

Any product that has been disassembled, modified, repaired with non-original parts, or altered in any way outside of manufacturer-approved procedures will void warranty coverage for the affected components.

This warranty applies only to defects in materials and workmanship present under normal and intended use conditions.

Products exhibiting **visual evidence of moisture** within electrical housings or wiring compartments shall be automatically disqualified from warranty coverage.

3. Rental Equipment Conditions

Dealers or resellers who choose to use GNH/PTI equipment for **rental programs** accept full responsibility for the risks associated with rental use.

- Warranty coverage for rental-use equipment is limited to **six (6) months**.
- Dealers must **maintain inspection and maintenance logs** for all rental-use equipment.
- Warranty claims may be denied if such records cannot be produced upon request.
- GNH/PTI assumes **no liability** for downtime, lost rental income, or consequential damages.
- **Loaner units** may be offered only at GNH/PTI's discretion and subject to availability.
- Dealers are **strongly encouraged to rotate or resell rental units every 12–18 months** to maintain equipment reliability and minimize downtime.

4. Shipping and Handling for Warranty Claims

All costs related to shipping, handling, and transportation of returned products are the responsibility of the **dealer or end user**.

- Products must be **returned prepaid, insured, clean, and dry** for inspection.
- GNH/PTI will not accept **collect shipments or improperly packaged items**.
- The dealer or customer assumes all risk of loss or damage during transit.
- Upon inspection, if the claim is deemed valid, GNH/PTI will repair or replace the product and return it **free of charge** via standard shipping.
- Requests for **expedited return shipping** will incur additional fees payable by the dealer or customer.

Warranty Claim Logistics – Sales Representative Support

As part of GNH's commitment to supporting our customers and maintaining efficient service, warranty claims are primarily managed through standard return and shipping processes as outlined in the warranty policy.

GNH Sales Representatives are not obligated to collect or deliver products related to warranty claims as part of their regular duties. Warranty returns are expected to be processed through the designated warranty claim procedure and shipped in accordance with GNH guidelines.

That said, in certain situations, and where it aligns with a representative's planned travel schedule and service route, a GNH Sales Representative may, at their sole discretion, assist with the pickup or drop-off of warranty-related items as a courtesy to the customer.

Any such assistance is optional, situational, and provided strictly at the representative's discretion. Under no circumstances shall a GNH Sales Representative be required to transport, handle, or assume responsibility or liability for products being returned under warranty.

5. Manufacturing Defects

A manufacturing defect exists when a product departs from its intended design due to faulty materials or workmanship.

Examples include defective weld seams, misaligned components, or improper assembly.

6. Wear and Tear

Wear and tear refers to normal deterioration resulting from regular use. Components such as seals, pads, and moving parts will degrade over time despite proper care. Such deterioration does not constitute a defect under this warranty.

7. Safety and Pre-Use Inspections

It is the responsibility of the job site foreman and equipment operators to ensure all tools are safe for use.

Pre-use inspections must include, but are not limited to: seals, gaskets, hooks, pins, bolts, clamps, pads, welds, and electrical housings.

Any tool showing signs of weakness, corrosion, damage, or loosened parts must be removed from service immediately.

GNH/PTI assumes no liability for failure to perform these inspections.

8. Collateral Damage Disclaimer

GNH, PTI, and Snapedge Canada Ltd. shall not be held liable for:

- Bodily injury or property damage resulting from tool misuse or malfunction.
- Any indirect, incidental, or consequential losses including lost time or revenue.

Operators must follow **OSHA, CSA, and local safety regulations** at all times.

9. Warranty Claim Process

To initiate a claim:

1. Complete the **Warranty Claim Form** in full.
2. Return the product **prepaid and insured** to GNH.
3. Include proof of purchase and any applicable maintenance logs.
4. GNH will evaluate the claim within **10–15 business days** of receipt.

10. Dealer Guidance

Warranty Responsibilities

- Maintain inspection and maintenance logs.
- Conduct pre-use safety checks.
- Remove unsafe equipment from service immediately.

Rental Program Recommendations

- Six-month warranty term applies.
- GNH/PTI bears no responsibility for lost revenue or downtime.
- Dealers should rotate or resell rental fleet every 12–18 months.

Shipping and Returns

- All returns must be prepaid, insured, and clean.
- Expedited shipping is at the dealer's expense.

Safety Reminders

- Never stand under a suspended load.
- Always wear proper PPE.
- Follow provincial and federal safety laws.

Contact:

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Great North Hardscape – Warranty and Dealer Responsibilities

Version: 1.0

Date: November 30, 2025

1. Warranty Scope

This limited warranty applies to all products distributed by **Snapedge Canada Ltd., operating as Great North Hardscape** (“GNH”) and sold through authorized dealers across Canada, excluding Nunavut and the Northwest Territories.

The warranty extends solely to end users who have purchased or rented equipment from authorized dealers. Dealers act as intermediaries and are responsible for conveying warranty information to the end user at the time of sale or rental.

2. Equipment Maintenance and Inspection Records

Dealers are strongly encouraged to maintain up-to-date logs of equipment inspections, repairs, and maintenance.

Such records may be requested by GNH when processing warranty claims to confirm proper product care and adherence to manufacturer guidelines.

Failure to maintain or provide such records may result in the denial or limitation of warranty coverage.

3. Exclusions from Warranty Coverage

Warranty coverage is void where there is evidence of misuse, abuse, neglect, modification, improper maintenance, or unauthorized repairs.

Warranty coverage is also excluded in cases where **visual evidence of moisture infiltration** or water damage is present.

4. Loaners and Rental Program Responsibility

At its sole discretion, GNH may, but is not obligated to, provide loaner equipment during the processing of a warranty claim.

GNH assumes no responsibility for dealer or customer rental programs, and all associated risks and obligations remain with the dealer.

5. Limitation of Liability

GNH shall not be liable for any indirect, incidental, consequential, or special damages, including without limitation **loss of rental revenue, loss of profit, or business interruption**, arising out of or related to warranty claims or product use.

The total liability of GNH, whether in contract, tort, or otherwise, shall not exceed the replacement cost of the product subject to warranty.

6. Warranty Period and Claim Basis

Warranty claims shall be evaluated solely on **elapsed time** from the date of original purchase, not on usage hours or intensity.

All claims must be accompanied by proof of purchase, photographs of the issue, and any relevant maintenance or inspection documentation.

7. Shipping and Handling for Warranty Claims

Shipping and handling charges associated with warranty claims are the responsibility of the **dealer or end user**, as applicable.

GNH's warranty covers the **replacement product only** and does not extend to freight, courier, or handling costs.

Returned goods must be pre-approved by GNH, shipped prepaid, and properly packaged to prevent damage.

Any unauthorized returns, or those shipped collect, may be refused.

8. Recommendations

Dealers are **strongly encouraged** to verify that all equipment is properly maintained, stored, and inspected prior to each rental or resale transaction.

This recommendation is intended to protect both dealer and end user interests but is not a mandatory condition of warranty.

Contact Information

Snapedge Canada Ltd. / Great North Hardscape

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