

“WE’VE GOT YOUR BACK” 3 YEAR GUARANTEE

GNH, a division of Snapedge Canada Ltd. & Pave Tool Innovators (PTI) have built their reputations by engineering products that exceed consumer expectations for quality and durability. Our 3 year warranty covers all PTI tools & products from manufacturing defects* in materials and workmanship for the original purchaser only. *This warranty is non-transferrable.*

GNH will repair or replace, at its discretion, any manufacturing defect in these products free of charge. The 3 year guarantee does not cover normal wear and tear**, accident, lost, stolen, construction site damage, improper care or cleaning, non-standard usage, collateral damage*** or negligence. Product must be purchased from an authorized GNH dealer or GNH controlled websites and MUST be returned pre-paid to us for evaluation.

*MANUFACTURING DEFECTS

A manufacturing defect exists if the product departs from its intended design. Defective materials (pins, bolts, hooks, etc.) or workmanship (weld seams, construction, etc.) are covered by the 3 year guarantee.

**WEAR AND TEAR

Wear and tear is damage that naturally and inevitably occurs as a result of normal use. Moving parts will wear out and protective pads will deteriorate and discolour over time. While we choose the best materials available for the application, all materials degrade over time with use and exposure to the elements.

DOES MY PRODUCT ISSUE QUALIFY FOR WARRANTY COVERAGE?

Our 3 year warranty program covers PTI / GNH products that legitimately fail due to a manufacture defect. Use your judgment when assessing whether your product or your customers product is likely to be covered under the 3 year guarantee. We do NOT cover products that no longer work due to wear and tear or negligence. See wear and tear section for details. Negligence is application misuse and/or operator exceeding the lifting capacity which is specified on each tool and in our literature, if you're ever unsure please contact our office for support at 1.800.720.7627. If after assessment, PTI / GNH determines your product has exceeded its lifetime and deems the returned product ineligible for warranty repair or replacement, we will contact you to discuss available options we may have for you.

***COLLATERAL DAMAGE...

*....is any physical injury or bodily harm done to job site personnel or bystanders and/or damage to construction materials and equipment present on the job site at the time of claim. PTI / GNH. will not be held liable or responsible for such damages as a result of using the tools. It is the sole responsibility of the job site foreman and the machine/tool operators to ensure the safety of all workers **by fully inspecting the tools & equipment before each use in their entirety.** Pre-use areas of inspection include, but are not limited to, hooks, chains, , pins, clamping surfaces, nuts, bolts, pads, welds, knuckles, joints, handles and pressure points for signs of weakness, cracking, crazing, loose connections and general soundness, etc. Never use a tool that appears to be unsafe, bent, damaged, mounted with worn out straps or rusty old chains. As with all lifting apparatus, crew safety is the number one concern and every measure possible must be performed to keep your crew safe.*

NEVER, EVER DWELL UNDER A MOVING OR A HOISTED LOAD. KEEP ALL BODY PARTS FREE AND CLEAR OF DANGER ZONES. WORKER SAFETY IS ALWAYS OUR COLLECTIVE #1 PRIORITY.





ALWAYS....

- ☑ INSPECT LIFTING CLAMPS BEFORE EACH USE
- ☑ STAY OUT FROM UNDER THE HOISTED LOAD
- ☑ KNOW THE LIFTING CAPACITY OF YOUR TOOL
- ☑ WEAR PROPER HEAD, FOOT, EYE AND EAR PROTECTION
- ☑ STAY ALERT & BE PREPARED FOR MISHAPS
- ☑ MAKE SURE YOUR CLAMP HAS A POSITIVE & SECURE CONNECTION WITH THE LOAD PRIOR TO LIFTING
- ☑ KEEP YOUR LOAD BALANCED USING BALANCE POINTS PROVIDED ON EACH TOOL.

NEVER....

- USE A TOOL FOR ANYTHING OTHER THAN IT'S INTENDED USE.
- USE FRAYED, DAMAGED OR WORN OUT STRAPS TO ATTACH YOUR CLAMP TO YOUR MACHINE
- USE OLD RUSTY CHAINS TO ATTACH YOUR CLAMPS
- GET CARELESS OR DIVERT YOUR ATTENTION WHEN LIFTING HEAVY OBJECTS.
- USE A CLAMP THAT HAS NOT BEEN INSPECTED OR DOES NOT APPEAR SAFE
- LIFT MORE THAN THE SPECIFIED WEIGHT CAPACITY
- ALLOW THE LOAD TO SWING MORE THAN 10 DEGREES IN EITHER DIRECTION
- DWELL OR LINGER UNDER A HOISTED LOAD EVEN IF IT'S ONLY INCHES OFF THE GROUND.

A "pre-start" Health & Safety checklist should be performed at the start of each shift for all machinery and hoisting tools. These check list items only pertain to the tool itself and the operation of the tool. It is recommended that a separate pre-start checklist should be done for the machinery operating the tools and for job-site conditions. No tool should be operated on job sites that do not conform to OSHA safety regulations. GNH assumes no liability for and does not guarantee this check list to be complete or accurate for each situation. Please consult your local Health & Safety officer for complete pre-start Health & Safety protocols in your region.

RETURN NOTE:

Return shipments must be prepaid and insured. GNH cannot be liable for lost in-bound packages. We require products be clean and dry for warranty evaluation. If the claim is determined to be valid, the product will be replaced at GNH expense within 10 to 15 business days. Any replacements or exchanges will be at the discretion of GNH, based on the type of product sent in and the availability of replacement styles and colours. Typically, most issues can be resolved with a replacement part.

Warranty Claim Details. All fields MUST be completed:

Description of Tool: _____

Date of Purchase: _____

Date of Claim: _____

Dealer Name: _____

Dealer Invoice Number: _____

Dealer Representative: _____

Client Name: _____

Client Company: _____

Tool Operator Name: _____

Operator Phone Number: _____

Project ID: _____

Job Site Address: _____

Operator email: _____

Please describe the stone product being used when the deficiency occurred (i.e. weight, size, name of product, manufacturer of product):

Reason for claim, please be specific in how tool was being used:

Great North Hardscape (div. Snapedge Canada Ltd.) 120 Goddard Cres. Cambridge, ON 1.800.720.7627
Fax completed form to 519.653.1308 or email to tara@gnhardscape.com

