

Please contact your local distributor or Econocraft for quick and knowledgeable service.  
Contact Econocraft at: (718) - 585 - 6463 (East Coast) or at (562) - 809 - 1854 (West Coast).

**Hours:**

Monday through Friday: 8:00 am to 5:00 pm / Saturday: 8:00 am to 12:00 pm.

**Parts Orders:**

- Parts orders can be faxed in 24 hours a day, 7 days a week, to 718 - 585 - 0788 (East Coast) or to 562 - 809 - 1854 (West Coast).  
Please use the Parts Fax Sheet included in this package.
- Parts orders received by 1:00 pm Eastern or Pacific Time, are shipped regular UPS the same day. Most orders received after 1:00 pm Eastern Time will be shipped regular UPS the following business day. The only exceptions would be for non-factory stocked items or special lead time items.
- Air shipment requests by the customer will be available if the order is received before 3:00 pm Eastern or Pacific Time and will be shipped Customers Choice UPS the following day or the second following day. Fedex is also available if the customer so desires.
- The customer is responsible for the shipping costs for non-warranty items.

**Returned Parts:**

- Returned freight must be PREPAID by the sender.
- All returned parts must be marked ATTN: CUSTOMER SERVICE with the R.G.A# marked on the outside of the box and on the item that is being returned.
- The customer must fill out a FAILURE REPORT FORM, which is included in this manual, for each and every item returned in order to obtain credit.
- Packages not received within 30 days of the R.G.A. issued date WILL NOT receive credit.
- A refund check will be issued only after an inspection of the failed part determines if the part is indeed defective and has not been misused or used in a manner for which it was otherwise intended or designed.

**Defective Parts under Warranty:**

- If a part fails or is defective during the warranty period, the customer should immediately contact the New York Headquarters or the West Coast Office. A new part will be shipped with an issued Econocraft R.G.A.#. Both the part and the method of shipping will be billed to the customer. It is the customer's responsibility to return the part to Econocraft's East Coast Headquarters for inspection. Credit will be issued to the customer if the inspection determines that the part is indeed defective and that it is also covered under warranty.
- Econocraft is only responsible for labor that was performed by the factory. The customer may, therefore, incur some labor costs.
- All Econocraft Wash Equipment must be used in the way that it was designed and intended to be used in order to qualify for any warranty repair.



CORPORATE HEADQUARTERS  
383 CONCORD AVENUE • BRONX, NY 10454  
(718) 585-6463 • (800) 344-5154 • FAX (718) 585-0788

www.econocraft.com

WEST COAST OFFICE / WAREHOUSE  
16307 Piuma Avenue • Cerritos, Ca. 90703  
(562) 421-5676 • Fax (562) 421-7416

DATE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

R.G.A. # Issued: \_\_\_\_\_

Car Wash Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip \_\_\_\_\_

Country: \_\_\_\_\_

Business Phone #: (     ) \_\_\_\_\_

Business Fax #: (     ) \_\_\_\_\_

Date of purchase: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Approximately when did this piece of equipment begin to fail?; \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Briefly describe the symptoms of the equipment failure: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have any steps been taken to correct the failure? And if so briefly explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: . \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# Failure Report Form