

# Orders & Information

1-866-795-1586 (Toll Free in the U.S.) • 970-259-2869 • FAX: 970-259-2868 • sales@stoneagetools.com

**Hours: 8:00 AM - 5:00 PM • Monday - Friday** (USA Mountain Standard Time)

## Customer Service

**Quotes** are always available to detail specifications and consider options while a customer is planning a job. After review, such quotes can be converted into an accurate order. Quotes are valid for a stated period, making price temporarily immune from potential increases.

**Operator's Manuals** for all equipment are available online. They illustrate tools and identify parts, plus they detail maintenance and overhaul procedures. Additional copies of the manuals, repair videos and CD's are available at a nominal charge.

## Repairs

**Repair & Maintenance Service** is available by the same technicians who build and test our tools. We try to complete repairs and test every tool within two days of receipt. Call first so we can record all the information necessary to begin work as soon as the tool arrives. Make sure you include contact information. Send tool to:

**StoneAge® Inc.** - Attn. Repairs, 466 S. Skyline Dr., Durango, CO 81303, USA

**Serial Number Database** is maintained on all equipment sold. If a customer knows the serial number when ordering parts, we can check to see that the right parts are specified.

**Technical Help** is available by phone for customers who are unsure how best to use **StoneAge®** equipment, or how to approach an unusual task. On-site assistance is available for a fee.

**Service Bulletins** are issued whenever specifications, design or maintenance changes are made.

## Lead Time

**Parts and Service Kits** are available to ship same day as ordered. Standard tools can usually be shipped the next day. Custom porting of heads usually requires at least 3-4 days to schedule through the factory. More complicated systems like Lancing Machines are built when ordered, which can take several weeks depending on factory backlog. Check availability and place orders early enough to avoid scheduling conflicts.

## Rentals

**Not available from StoneAge® Inc.** Check our web site for a list of **StoneAge®** dealers who may rent equipment.

**Equipment manufactured by StoneAge® Inc.** is warranted to be free of defect in material and workmanship for a period of six months. **StoneAge®** liability is limited to the repair or replacement of the defective part, FOB Durango. By acceptance of each shipment, buyer releases **StoneAge®** of all other liabilities, performance guarantees, or indemnification requirements, regardless of any stated terms in buyer's purchase documents. Furthermore, buyer is warned that high pressure water jetting is potentially dangerous and they need to provide for safe installation, adequate personal protective equipment, as well as training and supervision in safe use.

## Terms of Sale

**All sales are FOB Durango, Colorado in US dollars.**

**Minimum restocking charge** of 15% applies to standard items returned un-used. Return authorization expires after 12 months. Custom items may not be returned for credit.

## Ordering

**Call, E-Mail, or FAX your order** to a dealer or to the factory, with Purchase Order #, addresses for shipping and billing, and delivery date needed. Check datasheet to be sure specifications are complete. Advise whether we should hold shipment until all items are available.

## Shipping

**Shipping is pre-paid** and invoiced with order, but may be charged directly to the customer's account with selected courier by special instruction. Most orders are shipped via UPS or Fed Ex couriers, specify a preference if you wish. Lancing Systems, Floor Cleaners, Telebooms, and other large equipment must be shipped by truck or air freight. We or the customer may make the arrangements. Airline counter-to-counter delivery is not reliable from our mountain location.

## Payment

**Major credit cards or bank transfers are accepted.** Pre-payment is required to ship custom equipment. Allow 10 days to set up a new account and call for equipment or orders which exceed credit limits. Call for an application.



www.advancedpressuresystems.com  
**Toll Free in North America:**  
**1 (877) 290-4277 or (281) 290-9950**

