

Ghines® Tool Repair Program Features

Ghines® Machine Warranty
Two (2) years from the date of purchase
SECTOR
SYSTAR
SYSTEMA
XEOLOS
XAERO

** Misuse, improper service, altered, disassembled, or tools repaired by an unauthorized repair center voids the warranty.*

- All Ghines® tool repairs carry a 30-day warranty
- Warranty repairs receive priority service
- A \$60.00 estimate fee per tool will be applied to each Sector sent back for non-warranty repair. A formal quote will be sent to the owner for approval prior to starting any repair work.
- The in-house labor rate is \$60.00 per hour for repairs.
- Quick turnaround: usually 2-3 days after receipt of authorization to repair, if the parts are in stock.
- Replacement parts for all Ghines® machines can be ordered directly from Alpha® (Note: a \$10.00 minimum per order applies for end-users/tool repair shops).

Field Service Repairs on Large Machines

- The customer is responsible to pay the cost for all travel and expenses including, but not limited to, air fare, car rental, hotel, & meals.
- The on-site labor and travel time rate is \$120.00 per hour.