

# WARRANTY

## MS AUTO HOOF CLEAN SYSTEM

### AutoHoof Clean Pump Units

#### Warranty Coverage:

The manufacturer's warranty on an AutoHoofClean pump is 12 months from date the customer makes the purchase (date noted on the retailer's invoice). If a customer's pump stops working properly within 12 months of the customer purchasing it from a retailer, a replacement pump will be sent to the customer. Customer is to remove the non-functioning pump and install the new replacement pump. Customer will return the non-functioning pump to the retailer where pump was purchased.



**NOTE1:** Farmers Depot (Canada) offers an extended warranty for customers who are regular purchasers of the HoofClean mats and soap through Farmers Depot.

**NOTE2:** The pump unit itself must not be tampered with. For example, a customer must not try to open the pump unit's exterior box to look inside. There is a tamper proof seal (see example picture below) on the pump unit. If this seal is broken or damaged, the pump will no longer be eligible for warranty.

**NOTE3:** Only the following products are warranted to be used through the pump: HoofClean, formaldehyde, Megades Novo. Other products (e.g. acidified copper sulphate and gel based products) will work through the pump system but will void the warranty due to the corrosive and/or damaging nature of those products.

#### Tamper Proof Seal



## AutoHoof Clean Mats (robot, parlour, regular-style, tough-style)

### Warranty Coverage:

The warranty on an AutoHoofClean mat is for the first 30,000 passes. A “pass” is calculated as each time a cow walks over the mat, regardless of whether the cow gets milked or not. If the mat is faded or ripped on the top layer of fabric, but still holding pressure to allow a flushing action for the cow’s hoof, it does not need to be replaced. If the mat is ripped/cracked/damaged to the point where it cannot hold pressure, and therefore not provide a flushing action when the hoof presses on it, that mat needs to be replaced under warranty if the total passes are under 30,000.



### Warranty Exclusions:

1. Damage to the mat from anything other than a cow walking over it.
2. If the mat is moved while full of liquid, and as a result the inner fabric shifts.
3. If the hose on the side of the mat pulls/pops out of the mat after installation and use (vs right away) it will not fall under warranty (e.g. 2-4 weeks after use). It is covered by warranty if the hose comes out immediately after installation. The hose should stay attached to the mat during regular use, not extreme force situations (e.g. a cow drags the mat and the hose is fixed in place and pulls out). The mat should be secured in place and the hose should come straight out of the mat and be guided (with a large radius) to the left of the right. It should not be pulled tightly to the side or it may pull the round plastic feed-through the opening in the mat. See picture below of the hose connection inside the mat.



Example to the left was done in 2020: The 0.2mm split pin is inserted through a hole of 0.3mm. After 24 hours of load (without observable effect) the load has been increased to 40kg. No effect is seen after 8 hours.

4. If sand bedding is used in the barn, there is no warranty on the upper fabric of the mat.
5. If the set-up of the mat does not allow the cows to exit straight off the end of the mat (i.e. they need to turn/pivot a bit when stepping off the mat). This kind of torque is more than the mat is designed for. When this type of situation cannot be avoided it is recommended to always use the “tough-style” mat for longer life. But it cannot be warrantied.

### Information Required for a Warranty Claim:

1. A video of a cow walking over the mat as set up in the barn, or, if video not available, a wide picture that shows the mat as set up in the barn.
2. A close-up picture(s) showing the actual damage on the mat.
3. A clearly visible picture of the Production Code label (see example picture below).

*Production Code Label*



4. The data based on what style barn you have (robot vs parlour):
  - a. **Milking Robot:** please provide the following information.
    - i. Average number of milkings per day per robot since installation of the AutoHoofClean mat.
    - ii. Average number of passes per day since installation of the AutoHoofClean mat. “Passes” are the number of unique times a day a cow walks over the mat regardless of whether they get milked or rejected by the robot. Passes = # of Milkings + # of Rejections.
    - iii. Average number of cows per robot per day, since installation of the AutoHoofClean mat.
  - b. **Milking Parlour:** please provide the following information:
    - i. Number of milkings per day since installation of the AutoHoofClean.
    - ii. Number of cows being milked per day since installation of the AutoHoofClean mat.
5. The date that the AutoHoofClean mat was installed.