

Why Select Hamilton?

Many companies tout their products and services as "the best." But we feel customer evaluations are more meaningful. A recent Market Perception Study sponsored by Industrial Equipment News measured the market's perceptual understanding of these factors:

- Rep's Technical Knowledge
- Back-up/Support
- Delivery/Timeliness
- Competitive Pricing
- Quality/Reliability

Hamilton Caster outscored the other major caster manufacturers in every single category! These results are not our opinion; rather they reflect the sentiments of customers like you.

Industrial Equipment News, Market Perception Study, February 2001



Hamilton Caster was awarded Ohio's highest manufacturing honor—the Governor's Trophy—by a panel of judges in the Ohio Manufacturer's Association competition, Case Studies in Team Excellence. Hamilton's joint

labor-management team was recognized for its success as it radically reorganized the swivel caster manufacturing process which resulted in substantial productivity increases and other efficiencies.

WARRANTY:

Any Hamilton product that exhibits a defect in materials or workmanship within a period of one year from date of purchase will be repaired or replaced, at our option, free of charge. However, the defect must be promptly reported to the factory or selling dealer, and prior authorization must be obtained from the factory before returning or reworking product. Warranty does not apply in cases of overload, misapplication, accident, abuse, normal wear-and-tear, damage in transit, or unusual operating conditions (such as temperature extremes) about which we are not consulted in advance. Hamilton products are not intended for human conveyances or amusement rides. In all cases our liability shall be limited to the factory invoice cost of the product.

The integral forged steel kingpin, a feature used in Hamilton's heavy duty swivel casters, is **guaranteed for life.**

If an integral forged steel kingpin bends or breaks causing a caster to fail, Hamilton will replace the caster at no charge. Only swivel caster models appearing in this catalog with the Forged Steel logo are covered by this lifetime guarantee.

