



## Frequently Asked Questions regarding JM Eagle's 50-Year Warranty

### **Q: What is the standard warranty? How is this different?**

A: JM Eagle has issued a 50-year warranty against defects in materials and structural integrity for its pipe products. The expanded warranty will cover JM Eagle's high-performance polyvinyl chloride (PVC) and high-density polyethylene (HDPE) pipe products.

The warranty went into effect April 1<sup>st</sup> for all new sales of pipe products meeting American Water Works Association (AWWA) standards for potable water distribution, transmission and forced sewer mains. Additionally, the warranty will also cover plastic pipe products sold by JM Eagle and its predecessor J-M Manufacturing since original inception in 1983.

JM Eagle will not only replace the defective pipe, but also cover the cost of repairs and any damage caused by the manufactured defect.

### **Q: Why has JM Eagle offered this unprecedented warranty?**

A: JM Eagle is so confident in the engineering, design and inherent quality of our plastic pipe, it is offering this unprecedented warranty. JM Eagle products have always met - and will continue to meet - the standards of the AWWA, NSF International and Underwriters Laboratory.

With our nation's infrastructure crumbling, JM Eagle's high quality products, along with this warranty, provide a solution to this dilemma, and peace of mind about the quality of the products being put in the ground.

### **Q: How does it work?**

A: In the event of a manufacturing defect in PVC and HDPE pipe covered under the warranty, customers will be required to file a claim with JM Eagle within five business days of the occurrence of a failure.

If a manufacturing anomaly is identified as the cause of the failure, JM Eagle will reimburse customers for expenses directly associated with the break (e.g., labor for replacement or repair, additional equipment required, and so on).

Should the cause of the failure be in dispute, either by JM Eagle or the customer, JM Eagle will cover the cost of pipe testing by an independent third-party laboratory of mutual agreement.

However, if the pipe is proved to be within the relevant standards, JM Eagle will require reimbursement for the cost of the independent laboratory testing.

**Q: Why must claims be filed within five days of a break?**

A: With this new comprehensive warranty JM Eagle is taking greater responsibility than any other manufacturer of water transmission or distribution pipe. Not only does this warranty cover the cost of the pipe, but it also covers the associated costs for repairs caused by a manufactured defect.

As such, it is imperative JM Eagle be given the opportunity to visit the site of the break and quickly begin analysis of the claim. Notification within 5 days also ensures fast turnaround of a claim should repairs be required.

**Q: Is sun bleached pipe covered by the new 50-year warranty?**

A: Yes, sun bleached pipe, as well as all products sold by JM Eagle manufactured to AWWA standards, is covered by the new 50-year warranty.

**Q: What about pipe left in a storage yard for extended periods?**

A: All reported failures in applicable plastic pipe products will be investigated by a third party testing facility. Only manufactured defects will be covered under the warranty.

**Q: Is Eagle Loc 900 covered by the 50-year warranty?**

A: Yes, JM Eagle has recently added Eagle Loc 900, its internal joint restraint system, to its list of products covered by its 50-year warranty.

**Q: Are gaskets covered under the 50-year warranty?**

A: Yes, all gaskets used in applicable AWWA products are covered under the new 50-year warranty.

**Q: Does the warranty cover pipe sold by PW Eagle?**

A: Yes, all applicable pipe sold by JM Eagle will be covered under this warranty, including pipe sold by PW Eagle after the merger in 2007. However, this warranty will NOT cover plastic pipe produced by other manufacturers acquired by JM Eagle at a later date.

**Q: What is not covered by the warranty?**

A: This warranty will not cover damage sustained as a result of improper installation, transportation or storage. Further the warranty will not cover damage caused by the fault or negligence of anyone other than JM Eagle. For warranty exclusions, please see our website: <http://www.jmeagle.com/warranty/>

The warranty covers claims filed on or after April 1, 2010. Previously filed claims or unfiled claims are exempt from the 50-year warranty.

Please see <http://www.jmeagle.com/warranty/> for full details of the warranty.