

BPX EXCHANGE PROGRAM

Date: 12/04/18
To: BPX Vibrator Motor Owners
From: Multiquip Product Department
Subject: BPX Backpack Vibrator Motor Exchange Program



Dear Multiquip Customer,

Our records indicate your company purchased one or more Multiquip BPX backpack vibrator motors.

We regret to inform you the original clutch supplied with your BPX backpack vibrator motor is no longer available as a service part. In keeping with Multiquip's commitment to providing its customers exceptional product support, we are introducing a program that enables you to exchange your original BPX for a new model with updated clutch design.

This program extends only to BPX models with product serial numbers ranging from NB4801019 to ND4801095. This program does not extend to models outside this range or flexible shafts and vibrator heads purchased for use with the original motor.

What happens if I do not exchange the BPX vibrator motor?

A replacement clutch, or up-fit kit, is not available for the product. In some cases, we have found continued use may cause engine damage.

What if I have resold the BPX vibrator motor?

If the product was resold, inform the new owner of this program and request they return the unit to you at their earliest convenience to initiate the exchange process.

How do I initiate the return process?

Once you have possession of the product, order a replacement unit from Multiquip.

File a warranty claim with us and reference campaign number CV20181127.

File your claim online via E-Warranty at <http://service.multiquip.com/warranty-support.html> or contact our warranty department for assistance at 800-421-1244.

Once the claim is filed, information will be provided on how to return the original product and complete the exchange.

We appreciate your business and apologize for any inconvenience this creates. Our goal remains to supply you with top quality equipment and superior product support.