



Sailrite® Ultrafeed® 5-Year Limited Warranty

We are proud to provide you with everything you need to successfully maintain and repair your Ultrafeed. Your purchase of an Ultrafeed comes with personalized support for the lifetime of the machine. We will do our best to satisfy every support request accurately, completely and in a timely manner.

Sailrite support comes in several forms, including:

1. Creating a support case. (Customer understands and agrees to provide basic information about the setup/use of their Ultrafeed machine. This includes but is not limited to providing photos/videos requested by our support staff to address any machine concerns.)
2. Email communication with support videos for resolution.
3. Providing warranty parts for user installation. Shipping charges apply.
4. Repair or service of the product at our Indiana facility if deemed necessary by Sailrite during our normal support process.

Mechanical Components: A five-year limited warranty applies to mechanical components, covering labor and replacement parts (excluding consumable items: Posi-Pin® Safety Shear, belts, needle plate, needles, gib hook and retaining ring cap spring).

Electrical Components: A one-year limited warranty applies to electrical components, covering labor and replacement parts (excluding the WorkerB® Control Box fuse).

If sending the Ultrafeed (or related components) to Sailrite for repair, the customer is responsible for all shipping costs to and from Sailrite. Please insure the machine/components in transit. The machine should be shipped in the original packaging to ensure safe transport. Never ship the machine head in the carrying case. Machines received with shipping damage will not go through the repair process; we will contact you so you can file a claim with your shipper. Customer is responsible for cost and shipment fees of a replacement machine head box if the original was discarded. Such packaging is available upon request only.

The Ultrafeed limited warranty does not cover any damage that results from improper installation or storage, accident, abuse, misuse, natural disaster, insufficient/excessive electrical supply, normal wear and tear, improper or inadequate lubrication, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair or modification. It does not cover any rust, corrosion or cosmetic damages that may appear over the lifetime of the machine. This limited warranty does not apply with respect to products that have been altered or which are missing serial numbers, or for products not purchased directly from Sailrite. Maximum liability is limited to the amount paid, less shipping.

Warranty applies to the original machine purchaser and is nontransferable.



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