



## **BTM MoldGuard™ Warranty Program**

The Mold Maker: Shaping Precision, Crafting Success.

BTM MoldGuard™ protects your investment by aligning mold warranty coverage with SPI mold classification, ensuring realistic expectations, premium tooling, and peace of mind for every mold built or sourced through Brown Tool & Mold.

### **Mold Builder Responsibilities:**

- ✓ Build mold to customer-approved design and SPI Class standard
- ✓ Provide mold manual (if applicable)
- ✓ Use premium industry-standard materials and components
- ✓ Run and document mold sampling (e.g., 1,000 cycles or as agreed)
- ✓ Perform tear-down, cleaning, and inspection after sample run
- ✓ Identify and document wear items not covered under warranty

### **Customer (Mold Buyer) Responsibilities:**

- ✓ Review and approve mold design in writing before build
- ✓ Perform preventive maintenance per BTM guidelines or mold manual
- ✓ Maintain and submit maintenance logs with any warranty claim
- ✓ Return damaged or defective items to BTM if requested
- ✓ Provide original PO and press setup details when filing claim
- ✓ Prepay shipping on all returns (reimbursed if claim approved)

## Warranty Coverage by SPI Mold Class:

SPI Mold Class	Typical Use	Cycle Life	BTM Warranty Coverage
Class 101	High-volume production	1,000,000+ cycles	2 years or 1 million shots
Class 102	Medium to high production	Up to 1,000,000	18 months or 750,000 shots
Class 103	Medium production	Up to 500,000	12 months or 500,000 shots
Class 104	Low-volume or prototype	Up to 100,000	6 months or 100,000 shots
Class 105	Prototype only	< 500 cycles	No warranty / inspection only

**Note:** SPI Mold Class must be stated on PO or quote to activate warranty coverage.

## Warranty Coverage Includes:

- ✓ Defects in materials or workmanship
- ✓ Improper heat treatment or misalignment
- ✓ Water leaks from standard plumbing/manifolds
- ✓ Mechanical failure due to craftsmanship or sourcing errors

## Exclusions (Expanded):

- Customer-supplied designs with inherent flaws
- Misuse, improper press setup, or maintenance neglect
- Wear components (springs, ejectors, seals)
- Unauthorized third-party modifications
- Hot runner systems, heaters, and third-party components
- Abrasive wear surfaces requiring recoating (e.g., gates, cavities)
- Mold damage from improper press setup or sequencing
- Operation outside recommended cycle time or pressure range
- Uneven thermal expansion (>20°F temp difference)
- Unauthorized mold modifications or teardown
- Force majeure events (power surge, fire, accident, etc.)

## Recommended Maintenance Schedule:

- First PM at: \_\_\_\_\_ cycles
- Second PM at: \_\_\_\_\_ cycles
- Future PM intervals: Based on prior reviews (max interval: \_\_\_\_\_ cycles)

## Shipping & Handling:

Customer must prepay all freight to and from BTM. If the repair is found to be a valid warranty claim, BTM will reimburse shipping costs.

**Legal Limitation of Warranty:**

This is a limited warranty. No other express or implied warranties apply, including merchantability or fitness for a specific purpose. Maximum liability is limited to the original price paid for the mold. BTM is not responsible for production losses, incidental, or consequential damages.