

Emerson Canada Warranty Guide

Copeland
Emerson Retail Solutions
Emerson Go
Vilter



COPELAND BRAND PRODUCTS AND EMERSON FLOW CONTROLS

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Copeland Brand Products and Emerson Flow Controls

Limited Warranty Policy

LIMITED WARRANTY

Subject to the limitations of Sole Warranty, Limitation of Remedy and Limitation of Liability. Seller warrants, to its direct purchasers and to no others, that the Goods manufactured by Seller will be free from defects in material and workmanship under normal use and regular service and maintenance, and that the Software will execute the programming instructions provided by Seller. This warranty only applies when such defect appears in Seller Goods within twelve (12) months from the date such Goods are placed in service and which are returned to and received by Seller, within twenty (20) months from the date of manufacture by Seller.

This warranty does not extend to any losses or damages due to misuse, accident, abuse, neglect, normal wear and tear, negligence (other than Seller's), unauthorized modification or alteration, use beyond rated capacity, unsuitable power sources or environmental conditions, improper installation, repair, handling, maintenance or application or any other cause not the fault of Seller. This includes any associated labour claims. To the extent that Buyer or its agents has supplied specifications, information, representation of operating conditions or other data to Seller in the selection or design of the Goods and the preparation of Seller's quotation, and in the event that actual operating conditions or other conditions differ from those represented by Buyer, any warranties or other provisions contained herein which are affected by such conditions shall be null and void.

If within thirty (30) days after Buyer's discovery of any warranty defects within the warranty period, Buyer notifies Seller thereof in writing, Seller shall, at its option and as Buyer's exclusive remedy, repair, correct or replace F.O.B. point of manufacture, or issue credit or refund the purchase price for, that portion of the Goods found by Seller to be defective. Failure by Buyer to give such written notice within the applicable time period shall be deemed an absolute and unconditional waiver of Buyer's claim for such defects.

Buyer assumes all other responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use of Goods, either alone or in combination with other products/components.

Goods repaired or replaced pursuant to this warranty shall be warranted for the unexpired portion of the warranty applying to the original Goods.

Products purchased by Seller from a third party for resale to Buyer shall carry only the warranty extended by the original manufacturer.

SOLE WARRANTY

The warranties identified herein constitute Seller's sole and exclusive warranties with respect to the goods and are in lieu of and exclude all other warranties, express or implied, arising by operation of law or otherwise, including without limitation, merchantability and fitness for a particular purpose whether or not the purpose or use has been disclosed to Seller in specifications, drawings or otherwise, and whether or not Seller's goods are specifically designed and/or manufactured by Seller for Buyer's use or purpose.

LIMITATION OF REMEDY

The sole and exclusive remedy for breach of any warranty hereunder (other than the warranty provided herein) shall be limited to repair, replacement, credit or refund of the purchase price identified under Limited Warranty Section.

LIMITATION OF LIABILITY

Seller shall not be liable for damages caused by delay in performance and the remedies of Buyer set forth in this agreement are exclusive. In no event, regardless of the form of the claim or cause of action (whether based in contract, infringement, negligence, strict liability, other tort or otherwise) shall Seller's liability to Buyer and/or its customers exceed the price paid by Buyer for the specific goods or portion of the goods provided by Seller giving rise to the claim or cause of action, and Buyer shall indemnify and hold harmless Seller for any damages incurred by Seller in excess thereof. Buyer agrees that in no event shall Seller's liability to Buyer and/or its customers extended to include incidental, consequential, or punitive damages.

The term "consequential damages" shall include, but not be limited to, loss of anticipated profits, business interruption, loss of use, revenue, reputation and data, costs incurred, including without limitation, for capital, fuel, power and loss or damages to capital or equipment. Buyer agrees that all instructions and warnings supplied by Seller will be passed on to those persons who use the Goods. Seller's Goods are to be used in their recommended applications and all warning labels adhered to the Goods by Seller are to be left intact.

It is expressly understood that any technical advice furnished by Seller before or after delivery in regard to the use or application of the Goods is furnished without charge, and Seller assumes no obligation or liability for the advice given or results obtained, all advice being given and accepted at Buyer's sole risk.

Wholesaler Warranty Guidelines

WARRANTY TIMELINE

Warranty claims and returns for warranty credit must be received by Emerson Canada within six (6) months from the failure date of the product. If a warranty claim is returned later than six months after it has failed, the warranty claim will be denied. Credit submitted with all required documentation will be processed within thirty days. Unresolved claims past six months will be denied.

ALL COPELAND BRAND SEMI HERMETIC AND HERMETIC COMPRESSORS

All Copeland Brand Semi-Hermetic and Hermetic Compressor warranty is 12 months from date of sale by the wholesaler. Proof of sale is required at time of warranty submission for compressors with serial numbers exceeding 12 months from date of manufacturer. See product date coding for explanation. Defective compressors must be replaced with another Copeland Brand product in order for warranty to be honored. Defective compressors must be held until warranty credit has been issued.

COPELAND BRAND DISCUS AND SCROLL COMPRESSOR 2 YEAR WARRANTY PROGRAM

An extended (24 month) compressor warranty is available on Copeland Brand Discus and Refrigeration/Commercial AC scrolls (7-40HP) contained in Canadian manufactured OEM equipment. This warranty is only effective when a completed start-up sheet is submitted. This warranty also applies to service replacement models sold by Copeland Authorized Wholesalers.

REPEAT WARRANTY COMPRESSOR FAILURES

All repeat product failures must be returned for “Special Inspection”. Requests for inspection must be made to Emerson Canada prior to warranty submission and is the responsibility of the returning Wholesaler to identify such claims. If upon inspection, no manufacturing defect is found warranty will be denied.

WARRANTY POLICY FOR REPLACEMENT COMPRESSOR NOT SOURCED FROM EMERSON CANADA

As per our Wholesaler Agreement, all Copeland Brand service compressors must be purchased from Emerson Canada. Any compressor warranty requested, where the replacement compressor was not purchased from Emerson Canada, will be processed by our Canadian operation with an applicable \$100.00 USD administration fee. This allows the wholesaler the option of returning the compressor to our Canadian operation or to their original seller.

CONDENSING UNITS

Do not return Condensing Units. Only individual/serviceable components of the condensing unit are covered under warranty. Example: compressor, condenser, controls, fan motor etc. Condensing units are warranted for a period of 12 months from date of sale by the wholesaler. Proof of sale is required at time of warranty submission for condensing units with serial numbers exceeding 12 months from date of manufacturer. See product date coding for explanation. Defective compressor/ parts must be replaced with another Copeland Brand product in order for warranty to be honored. Defective units must be held until warranty credit has been issued.

VALUE ADD M-LINE CONDENSING UNITS

Identified by the last 3 digits of the model number; 091, 291, 072, 272. These condensing units follow the same policy as standard condensing unit except, the compressor is warranted for 2 years.

COPELAND BRAND SERVICE REPLACEMENT PARTS AND EMERSON FLOW CONTROLS PRODUCTS

Copeland brand service replacement parts and Emerson Flow Controls Products are under warranty for 12 months from date of sale by the wholesaler. Defective product must be held until warranty credit has been issued.

SALVAGE AND BUY-BACK COMPRESSOR RETURNS

No salvage or buy-back credit will be offered for the following Semi-Hermetic compressors: 9D, LW, MD, 9W, MW, Prestcold compressors or Copeland Screw Compressors. No buy-back credit is offered for Copeland “H and 8D” compressors. Salvage compressors returned/received without a nameplate attached will be credited at the lowest salvage rate within the given compressor family. Ex. K-0200R returned with no name plate will receive salvage credit for a K-0050R.

THREE YEAR WARRANTY

Please contact your warranty administrator for details.

ALL COPELAND BRAND SEMI-HERMETIC AND HERMETIC COMPRESSORS

All Copeland Brand Semi-Hermetic and Hermetic Compressors are warrantied for 20 months from date of manufacture or 12 months of operating service, whichever occurs first. If available, proof of startup, sale is required at time of warranty submission for compressors with serial numbers exceeding 12 months from date of manufacturer. See product date coding for explanation. Defective compressors must be replaced with another Copeland Brand product in order for warranty to be honored. We encourage our OEM's to utilize our network of Emerson Authorized Wholesalers for field service replacement compressors and warranty processing. Hermetic compressor labels must be returned for warranty processing.

CONDENSING UNITS

Do not return condensing units. Only individual/serviceable components of the condensing unit are covered under warranty. Example: compressor, condenser, controls, fan motor etc. Condensing units are warrantied for a period of 20 months from date of manufacture or 12 months of operating service - whichever occurs first. If available, proof of startup, sale is required at time of warranty submission for units/compressors with serial numbers exceeding 12 months from date of manufacturer. See product date coding for explanation. Defective units/compressors must be replaced with another Copeland Brand product in order for warranty to be honored. We encourage our OEM's to utilize our network of Emerson Authorized Wholesalers for field service replacement compressors and warranty processing. Hermetic compressor labels must be returned for warranty processing.

COPELAND BRAND PARTS AND EMERSON FLOW CONTROLS PARTS

Copeland Brand Parts and Emerson Flow Controls Parts are warrantied for 12 months of operating service.

FIELD FAILURES

If a field failure occurs, defective unit/compressor must be replaced with another Copeland Brand product in order for warranty to be honored. Replacement product serial number must be provided.

PRODUCTION LINE REJECTS

No replacement serial number is required for line rejects.

PULL-OFF LABELS

In an effort to enhance current procedures for our customers Emerson Climate Technologies Inc. will be incorporating a warranty pull-off tab to the Copeland Scroll compressor name plate. The warranty pull-off tab can be used at the discretion of the OEM and is being offered to assist in their efforts to enhance their warranty processes and procedures. This change is only taking place on the scroll compressor. Please note that the warranty pull-off tab does not change the Emerson Canada warranty processes and procedures.

Warranty Paperwork Procedure

To help expedite your warranty claims please be advised that our Warranty/Salvage/Buyback Return Forms must be filled out completely to process your claim. All returns must include appropriate return form. Claims requiring additional information will be communicated by email/held for 45 days. If no response is received within 45 days, claim will be denied.

SUPPORT DOCUMENTATION

Proof of sale. If compressor serial numbers exceed 12 months from date of manufacture, proof of sale is required.

Full model numbers including BOM (last three digits) for original, and replacement

Full serial numbers (original, and replacement)

Installation and failure dates

PO numbers or DEBIT numbers **MUST** be included for all items

Company name and Branch (location)

These forms must be used to complete warranty. Yellow highlighted areas are to be filled out. Forms to be Submitted by E-mail to WarrantyCanada.Climate@Emerson.com

- Copeland Parts
- Emerson Flow Controls Parts

Exception: *Individual parts with a value greater than \$250 must be returned along with the completed warranty form to Emerson Climate for inspection. Parts less than \$250 must be retained for inspection by Copeland DSM. (Please hold for 30 days and then have properly scrapped.)*

Forms to be sent with returns (see appendix)

- Semi-Hermetic Compressor Warranty
- Weld Compressor Warranty
- Salvage Return Form
- Buy-Back Return Form

Warranty Paperwork Procedure

WELD COMPRESSORS

Weld Compressors do not need to be returned. However, we do require the label from the compressor with the model number and serial number along with completed paperwork. Labels can be placed on a sheet of paper or on your warranty paperwork and attached to our Weld Warranty Return Form. These should be couriered and not sent by regular mail. This will insure a signature is obtained upon receipt. If mailed and lost we are not responsible for warranty.

On the Welded and/or the Semi-Hermetic compressor return sheets you may put more than one compressor on each form, provided your reference number is in the RR# slot. (Please provide a master PO# in the Wholesaler Debit # space provided.

SPECIAL INSPECTION REQUESTS

You must obtain the special inspection request form from our warranty administrator at WarrantyCanada.Climate@Emerson.com. We will send a form to be filled out and it must be returned prior to shipment. Once this is returned we will send out the special inspection stickers and a copy of the letter that has been filled out. If a compressor comes back for special inspection without the stickers attached, we can not guarantee the inspection. All in-warranty compressors are to be returned only through authorized Copeland Wholesalers.

OUT-OF-WARRANTY INSPECTION

The increase in number of out-of-warranty compressors returned for inspection reports has resulted in a necessary increase of resources in the inspection department. Emerson Climate Technologies Canada will charge a \$200 USD inspection fee for inspection reports. These charges do not apply to Copeland's in warranty compressors. All out-of-warranty compressors and/or their parts cannot be returned after inspection and only salvage credits will be issued.

Product Date Coding

COPELAND BRAND COMPRESSORS

Since the serial number on Copeland Brand Compressors is the only means of determining date of the manufacture, it is one of the most important items in warranty determination. The following explains various date code information:

The serial number stamped or printed on the compressor name-plate consists of eight or nine characters.

Example: 17H12345R
17: YEAR OF MANUFACTURE
H: MONTH OF MANUFACTURE

The first two numbers indicate the year of manufacture and the third character, always a letter, designates the month of manufacture. In these examples, the compressors were manufactured in August 2017. The table following shows the corresponding letter for the months of the year.

LETTER	MONTH
A	JANUARY
B	FEBRUARY
C	MARCH
D	APRIL
E	MAY
F	JUNE
G	JULY
H	AUGUST
I	SEPTEMBER
J	OCTOBER
K	NOVEMBER
L	DECEMBER

A proof of sale will be required for compressors and condensing units with serial numbers beginning with 16H or older. The proof of sale will be required on all compressors that exceed 1 year of serial number code from the date of failure

Emerson Retail Solutions Warranty

Retail Solutions Warranty and Return Procedure

WARRANTY

The warranty extended by Retail Solutions, as printed below, is a limited warranty to provide parts and factory labor necessary to remedy any material defects which appear during the first twenty four months from date of shipment of a Retail Solutions product. This warranty is subject to proper system installation and maintenance, as specified by Retail Solutions, and does not cover willful or accidental damage.

Retail Solutions (Seller) warrants to the buyer of this Retail Solutions product (Buyer), that all tangible articles manufactured by Seller will be free of material defects in workmanship and material. Seller's sole obligation under this warranty shall be to provide, without charge, parts and factory labor necessary to remedy material defects, if any, which appear during the first twenty four months from the date of shipment of such articles. Buyer's exclusive remedy and Seller's entire liability in contract, tort, or otherwise for breach of this warranty is Buyer's right to require Seller to repair or replace components, and any claim must be made to Seller in writing within twenty four months after such shipment date. This warranty is the sole and exclusive warranty given with respect to any articles delivered by Seller **AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ORAL OR WRITTEN, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SELLER IS NOT RESPONSIBLE FOR LOSS OF PROFITS, ECONOMIC LOSS OR OTHER INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.** This warranty is subject to installation and maintenance of the articles in accordance with the specifications and directions supplied by Seller. To obtain warranty service the articles must be shipped or delivered to Seller. All postage, insurance and shipping charges including import duties and taxes are the responsibility of the Buyer. Seller makes no warranty whatsoever with respect to articles which are not manufactured by it; however, Seller will assign or make available to Buyer any warranty which has been extended or assigned to Seller by the manufacturer and/or vendor of such articles and which Seller has the right to so assign or otherwise make available to Buyer. Acceptance of articles covered hereby by Buyer from the carrier on shipment thereof shall constitute a waiver of all claims based on delay in delivery; and every claim on account of breakage, short count, or any defect ascertainable upon receipt by Buyer shall be waived by Buyer, unless made in writing within fifteen (15) days after the receipt of the articles to which the claim relates.

PROCEDURE FOR RETURNING

RETAIL SOLUTIONS COMPONENTS:

1. **Contact your Retail Solutions Customer Communicator by phone 1-519-720-2228, by fax; 1-519-756-3689 or by email at WarrantyCanada.Climate@Emerson.com.** At this time you may request a repair and return, advance replacement or a credit of the component. Your Customer Communicator will then issue you an RMA number to return the Retail Solutions component. Note: E2's with Open Communications and or Version 2.20 software or higher will require the MAC Address of the controller prior to sending out an Advanced Replacement. After you are issued an RMA number;
2. Package the component and a detailed description of what is wrong with the component. Write the RMA number on the outside of the package in a visible place and send the return to:

Emerson Commercial & Residential Solutions, RMA#

145 Sherwood Drive

Brantford, ON

N3T 1N8

Attn: ERS Warranty Department

NOTE: Retail Solutions recommends that you insure any components that are being returned as Retail Solutions is not responsible for any damage or loss that occurs during shipping.

REPAIR & RETURN

Return the defective part as described in Step 2 of the return procedure. If the defective component is still under Retail Solutions warranty, Retail Solutions will repair the component at no cost to you. If the defective component is no longer covered under Retail Solutions warranty, Retail Solutions will ask you for a form of payment (PO number, Credit Card, etc.) to cover the repair charges. You will be charged for the time and materials necessary to repair the part. The returned part will be date stamped and have a ninety (90) day repair warranty.

ADVANCE REPLACEMENT

If you request an advance replacement, Retail Solutions will require a form of payment (PO number, Credit Card, etc.) from you. Retail Solutions will then send you a replacement component from our refurbished stock in advance of your return. When you receive your advance replacement, you will need to return the defective part as described in Step 2 of the return procedure. Upon receipt and inspection of the returned component, and if the component is still within its warranty period, Retail Solutions will issue credit of the advanced replacement component. If a part is damaged due to misuse or misapplication (water, physical abuse, high voltage etc.) no credit will be issued. The replacement part will be covered by a ninety (90) day warranty or what remains of your original twenty-four (24) month warranty period, whichever is longer. Within the first 30 days following the original ship date, out of box failures will be replaced with new product. If upon receipt and inspection of the returned item the failure is found to be the result of misuse or misapplication, normal repair charges will apply. If no defect is found a 20% restock fee will apply.

CREDIT

If you are requesting an RMA Number for credit, the component(s) must be in new and unused condition, and be less than 1 year old. A restocking fee of 20% will be applied to your refund. If the component(s) being returned are in new and unused condition, and over 1 year old, it will be at Retail Solutions discretion to issue a credit. If a credit is issued, a restocking fee of 50% will be applied to your refund.

Emerson Go Warranty

Emerson Go Limited Warranty

Seller warrants (i) subject to the other provisions of the Contract, good title to and the unencumbered use of the Products and (ii) that Products manufactured by Seller shall conform with Seller's specifications therefore and be free of defects in materials and workmanship. Seller will make good, by repair or at Seller's option by the supply of a replacement part or parts, any defects which, under proper use, care and maintenance, appear in Products of Seller's manufacture and which are reported to Seller within 7 days from putting such Products into operation or 7 days after the "USE BY" date printed on the Products, whichever period expires the sooner (the "Warranty Period"), which are reported to the Seller within 3 months after occurrence of the relevant defect and which arise solely from faulty materials or workmanship: provided always that defective items are returned to Seller at Buyer's cost carriage and insurance prepaid within the Warranty Period. This warranty does not extend to any losses or damages due to misuse, accident, abuse, neglect, normal wear and tear, negligence (other than Seller's), unauthorized modification or alteration, use beyond rated capacity, unsuitable power sources or environmental conditions, improper installation, repair, handling, maintenance or application or any other cause not the fault of Seller. To the extent that Buyer or its agents has supplied specifications, information, representation of operating conditions or other data to Seller in the selection or design of the Goods and the preparation of Seller's quotation, and in the event that actual operating conditions or other conditions differ from those represented by Buyer, any warranties or other provisions contained herein which are affected by such conditions shall be null and void. If within thirty (30) days after Buyer's discovery of any warranty defects within the warranty period, Buyer notifies Seller thereof in writing, Seller shall, at its option and as Buyer's exclusive remedy, repair, correct or replace F.O.B. point of manufacture, or issue credit or refund the purchase price for, that portion of the Goods found by Seller to be defective. Failure by Buyer to give such written notice within the applicable time period shall be deemed an absolute and unconditional waiver of Buyer's claim for such defects. Buyer assumes all other responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use of Goods, either alone or in combination with other products/components. Goods repaired or replaced pursuant to this warranty shall be warranted for the unexpired portion of the warranty applying to the original Goods. Goods or Services sourced by Seller from a third party (not being a Seller Affiliate) for resale to Buyer shall carry only the warranty extended by the original manufacturer. Seller shall not be liable for any defects caused by: fair wear and tear; materials or workmanship made, furnished or specified by Buyer; non-compliance with Seller's storage, installation, operation or environmental requirements; lack of proper maintenance; any modification or repair not previously

authorised by Seller in writing; nor the use of non-authorised software or spare or replacement parts. Seller's costs incurred in investigating and rectifying such defects shall be paid by Buyer upon demand. Buyer shall at all times remain solely responsible for the adequacy and accuracy of all information supplied by it. All Services are provided on an "AS IS" and "AS AVAILABLE" basis unless otherwise set forth in this Agreement. Additionally, Buyer understands that the Goods may utilize wireless networks such as, but not limited to, 4G LTE, CDMA, GSM ("Wireless Networks") and that actual signal availability may depend on a combination of the Goods, third party wireless network carriers and availability of and actions of roaming partners, and that factors outside of Seller's control, such as weather, buildings, topography, usage, or maintenance activities of Wireless Network Providers may limit or interrupt the Services. As such, Seller will not be liable to Buyer or any third parties for interruption or limitation of Services based on issues with Wireless Networks. Furthermore, the Goods are not for use as the sole method of measuring or tracking temperature in products and articles that are perishable or could affect the health or safety of persons, plants, animals, or other living organisms, including but not limited to foods, beverages, pharmaceuticals, medications, blood and blood products, organs, flammable, and combustible products. Buyer shall assure that redundant (or other primary) methods of testing and determining the handling methods, quality, and fitness of the articles and products should be implemented. Temperature tracking with this product, where the health or safety of the aforementioned persons or things could be adversely affected, is only recommended when supplemental or redundant information sources are used. Buyer shall be responsible for proper use and storage of this product.

For questions or more information please contact:

EMERSON CANADA CARGO SOLUTIONS

Email: WarrantyCanada.Climate@Emerson.com

Phone: 519-720-2235

Fax: 519-756-6842

Vilter Product Warranty

Standard Vilter Warranty Statement

Seller warrants the products it manufactures to be free from defects in material and workmanship for a period of eighteen (18) months from the date of shipment from Seller's manufacturing plant or twelve (12) months from date of installation at the initial end users location, whichever occurs first. In addition, Seller provides the following extended warranties: (a) three (3) years from the date of shipment on single screw compressor internal rotating parts, (b) two (2) years from the date of shipment on reciprocating compressors and single screw and reciprocating compressor parts, and (c) two (2) years on all other parts on a single screw compressor unit. Such warranties do not apply to ordinary wear and tear. Seller does not warrant that the product complies with any particular law or regulation not explicitly set forth in the specifications, and Buyer is responsible for ensuring that the product contains all features necessary to safely perform in Buyer's and its customer's plants and operations. Buyer must notify Seller of any warranty claim within ten (10) days after such claim arises, otherwise Buyer waives all rights to such claim. Products supplied by Seller, which are manufactured by others, are not warranted by Seller, but rather Seller merely passes through the manufacturer's warranty to Buyer.

SELLER EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Unless otherwise agreed in writing, Buyer's sole remedy for breach of warranty is, at Seller's option, the repair of the defect, the correction of the service, or the providing a replacement part FOB Seller's office. Seller will not be responsible for costs of dismantling, lost refrigerant, reassembling, or transporting the product. Further, Seller will not be liable for any other direct, indirect, consequential, incidental, or special damages arising out of a breach of warranty. THESE WARRANTY REMEDIES ARE EXCLUSIVE AND ALL OTHER WARRANTY REMEDIES ARE EXCLUDED. Products or parts for which a warranty claim is made are to be returned transportation prepaid to Seller's factory. Any improper use, corrosion, neglect, accident, operation beyond rated capacity, substitution of parts not approved by Seller, or any alteration or repair by others which, in Seller's judgement, adversely affects the Product, shall void all warranties and warranty obligations. Further, Seller shall not be liable under the above warranties should Buyer be in default of its payment obligations to Seller under this Agreement or any credit agreement.

For questions or more information please contact:

EMERSON CANADA

Email: WarrantyCanada.Climate@Emerson.com

Phone: 519-720-2243

Fax: 519-756-6842

New Single Screw Compressor Warranty Summary (Refrigerant Applications)

WHAT IS COVERED

Vilter Manufacturing warrants its new single screw compressors, and its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for a period of three (3) years from date of shipment from Vilter Manufacturing on single screw compressor internal rotating parts (excluding drive shaft seals), and two (2) years on all other parts on single screw compressor units. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance, and correct operation, outlined in the Vilter Manufacturing operating manual must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured part. Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

Standard Vilter Warranty Statement

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, return of such part(s), F.O.B., freight prepaid to Vilter Manufacturing. Vilter will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (RMA) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Nor does it cover damage due to acts of God, war, or terrorism. Labor and expenses, lost refrigerant, and travel costs are not covered by the warranty except by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

VSG Compressor Standard Warranty

Seller warrants products manufactured by it and supplied hereunder to be free from defects in materials and workmanship for a period of twelve (12) months from the date of shipment. Such warranties do not apply to ordinary wear and tear. Seller does not warrant that the product complies with any particular law or regulation not explicitly set forth in the specifications, and Buyer is responsible for ensuring that the product contains all features necessary to safely perform in Buyer's and its customer's plants and operations. Buyer must notify Seller of any warranty claim within ten (10) days after such claim arises, otherwise Buyer waives all rights to such claim. Products supplied by Seller, which are manufactured by others, are not warranted by Seller, but rather Seller merely passes through the manufacturer's warranty to Buyer.

SELLER EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Unless otherwise agreed in writing, Buyer's sole remedy for breach of warranty is, at Seller's option, the repair of the defect, the

correction of the service, or the providing a replacement part FOB Seller's office. Seller will not be responsible for costs of dismantling, lost refrigerant, reassembling, or transporting the product. Further, Seller will not be liable for any other direct, indirect, consequential, incidental, or special damages arising out of a breach of warranty. **THESE WARRANTY REMEDIES ARE EXCLUSIVE, AND ALL OTHER WARRANTY REMEDIES ARE EXCLUDED.** Products or parts for which a warranty claim is made are to be returned transportation prepaid to Seller's factory. Any improper use, corrosion, neglect, accident, operation beyond rated capacity, substitution of parts not approved by Seller, or any alteration or repair by others which, in Seller's judgement, adversely affects the Product, shall void all warranties and warranty obligations. Further, Seller shall not be liable under the above warranties should Buyer be in default of its payment obligations to Seller under this Agreement or any credit agreement.

New Single Screw Compressor Warranty Summary (Gas Compression Applications)

WHAT IS COVERED

Vilter Manufacturing warrants its new single screw compressors, and its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for a period of one (1) year from date of shipment from Vilter Manufacturing on single screw compressor internal rotating parts (excluding drive shaft seals). The repair or replacement parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance and correct operation must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

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WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured part. Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, return of such part(s), F.O.B., freight prepaid to Vilter Manufacturing. Vilter will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (RMA) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Nor does it cover damage due to acts of God, war, or terrorism. Labor and expenses, lost refrigerant, and travel costs are not covered by the warranty except by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

New Bare Shaft Single Screw Compressor Warranty Summary (Refrigerant Applications)

WHAT IS COVERED

Vilter Manufacturing warrants its new single screw compressors, and its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for a period of two (2) years from date of shipment from Vilter Manufacturing on single screw compressor. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance, and correct operation, outlined in the Vilter Manufacturing operating manual must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured part. Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATIONS

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, return of such part(s), F.O.B., freight prepaid to Vilter Manufacturing. Vilter will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (RMA) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Nor does it cover damage due to acts of God, war, or terrorism. Labor and

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expenses, lost refrigerant, and travel costs are not covered by the warranty except by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

New Twin Screw Compressor Warranty Summary (Refrigerant Applications)

WHAT IS COVERED

Vilter Manufacturing warrants its new twin screw compressors, and its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for a period of eighteen (18) months from date of shipment from Vilter Manufacturing, or twelve (12) months from date of installation at the initial end user's location, whichever occurs first. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance, and correct operation, outlined in the Vilter Manufacturing operating manual must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured part. Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, return of such part(s), F.O.B, freight prepaid to Vilter Manufacturing. Vilter will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (RMA) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Nor does it cover damage due to acts of God, war, or terrorism. Labor and expenses, lost refrigerant, and travel costs are not covered by the warranty except by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

Vilter 5/15 Extended Warranty Statement 5/15 Extended Warranty For Single Screw Compressors (Non-Gas Compressor Applications Only)

The seller extends warranty, from date of shipment, to a period of fifteen (15) years on all compressor bearings, five (5) years on all internal compressor parts and two (2) years on the remainder of the parts on single screw compressor units. If within such period any such product shall be proved to Seller's satisfaction to be defective, such product shall be repaired or replaced at Seller's option. Such repair or replacement shall be Seller's sole obligation and Buyer's exclusive remedy hereunder and shall be conditioned upon Seller's receiving written notice of any alleged defect within ten (10) days after its discovery and, at Seller's option, returns and replace any warranty rights in such products that the Seller may have from the original manufacturer. Labor and expenses for repair are not covered by warranty.

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Any description of the product, whether in writing or made orally by Seller or Seller's agents, specifications, samples, models, bulletins, drawings, diagrams, engineering sheets or similar materials used in connection with Buyer's order are for the sole purpose of identifying the products and shall not be construed as an express warranty. Any suggestions by seller or Seller's agents regarding use, application or suitability of the products shall not be construed as an express warranty unless confirmed to be such in writing by Seller. The 5/15 Extended Warranty shall be applicable only if the specific maintenance guidelines as outlined in the technical manual are followed. This includes the compressor inspections, completing periodic oil analysis and the change out of the oil and oil filters, and related components as required with only genuine Vilter parts. The customer is required to keep a maintenance log and receipts demonstrating the use of Genuine Vilter parts for validation of a warranty claim, if requested.

5/15 Extended Single Screw Compressor Warranty Summary

THE WARRANTY CONTAINED IN THIS SECTION IS EXCLUSIVE AND IN LIEU OF ALL OTHER REPRESENTATIONS AND WARRANTIES (EXCEPT OF TITLE), EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

WHAT IS COVERED

Vilter Manufacturing warrants its single screw compressors, and its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for a period of fifteen (15) years from date of shipment from Vilter Manufacturing on all compressor bearings, five (5) years on all internal compressor parts (excluding drive shaft seals) and two (2) years on the remainder of the parts on single screw compressor units. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly

completed with start-up completed by Vilter authorized personnel. Routine maintenance, and correct operation, outlined in the Vilter Operating Manual, must be performed in order to maintain warranty coverage.

VILTER MANUFACTURING RESERVES THE RIGHT TO MAKE WARRANTY COVERAGE CONTINGENT UPON PROOF OF PROPER MAINTENANCE. This extended warranty is applicable only if the specific maintenance guidelines are followed as outlined in the technical manual. This includes compressor inspections, completing periodic oil analysis, changing of the oil, oil filters, and related components as required and using only genuine Vilter Manufacturing parts. The oil analysis report may recommend that an oil change be completed right away. If such a recommendation is made on this report, the oil must be changed within 30 days of the notification. A written proof of the oil change, with the Vilter order number noted on the document, is to be sent to Vilter Manufacturing. A maintenance log and receipts are required, if warranty consideration is requested, demonstrating the use of genuine Vilter Manufacturing parts.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured parts. Vilter Manufacturing reserves the right to improve or modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, return of such part(s), F.O.B., freight prepaid to Vilter Manufacturing. Vilter Manufacturing will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (R.M.A.) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Labor

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and expenses, lost refrigerant, and travel costs are not covered by the warranty except by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

Commonly Asked Questions and Answers Regarding the VSS/VSR/VSM 5/15-Warranty™

For those of you that are unfamiliar with the new Vilter Manufacturing Corp. VSS/VSR/VSM 5/15-Warranty coverage offered on VSS, VSR, and VSM Single Screw Compressors, we will try to clear up any questions that you may have.

What is and is not covered by the VSS/VSR/VSM 5/15 Warranty?

All of the Single Screw Compressor's internal components, including the gate rotors, main rotor and Parallex™ slide valves, are covered by a 5-year warranty. All of the compressor's bearings are covered by a 15-year warranty. The remaining compressor components that are externally accessible, including the shaft seal, slide valve motors and potentiometers will continue to have a 2-year warranty at this time, as well as the remaining components of the screw compressor package.

What is required to keep the warranty coverage in effect?

This warranty requires the customer to document the adherence to an itemized maintenance schedule and the use of Genuine Vilter Manufacturing Corp. parts and Vilter Manufacturing Corp. premium grade refrigeration oil. This includes the changing of oil, replacement of the oil filter and oil sample analysis at a nominal fee. Documentation can take the form of itemized and dated maintenance logs, work-orders and/or invoices, along with the documentation of the purchase of genuine Vilter Manufacturing Corp. parts used on the unit

If other compressors are on the same system using oil other than Vilter premium grade refrigeration oil, will it contaminate the oil in the VSS, VSR or VSM compressor due to oil carry over and void the warranty?

Although we would like you to use our Premium grade refrigeration oil in all of the units in your system, we realize due to warranty consideration for other manufacturer's units that this is not entirely possible, the warranty is still valid. The Vilter Manufacturing Corp.

premium grade refrigeration oil is formulated to be compatible with many of the competitive oils. It has the ability to tolerate some contamination due to oil carry over in the suction. The time between oil changes may be slightly reduced. The analysis results of the periodic oil samples will dictate when changing the oil is required.

How is Vilter going to know that the oil needs to be changed or the wrong oil is being used?

Two copies of the oil analysis results will be sent out. One of the results will be sent to you advising you of the condition of the oil and a copy of the report will be sent to Vilter. The oil analysis will not only tell us the condition of the oil, but also the type and viscosity of the oil. The analysis will clearly state if the oil is not a Vilter product. On receipt of the oil analysis report, if the oil analysis recommends an oil change, the oil must be changed within 30 days of the notification and a proof of the oil change sent to Vilter Manufacturing Corporation.

What if the recommendations of the oil analysis are not followed?

Since Vilter also has been notified of the results of the analysis, Vilter will also send a letter advising you of a corrective action required and the period that it has to be accomplished. If the maintenance action has not been accomplished within the specified time, the warranty on the compressor will revert to the standard 3-year warranty on internal rotating components, provided the unit is less than 3 years old.

Should I have a warranty claim, what must I do?

First you should contact the Service and Warranty Department. They will work with you to determine what parts need to be replaced. They will then issue a RMA number and send out replacement parts. An invoice will be issued for the parts required for the repair. You will be asked to provide copies of maintenance logs and other information showing compliance with the conditions of the warranty. If you have complied with the warranty requirements and the parts do not show signs of damage due to a system abnormality, a credit for the parts will be issued on parts needed for the repair. As with all warranties, labor is not included. If you have not complied with the warranty requirements, the standard warranty or 3-years on all internal rotating components and 2-years on the remainder of the screw compressor package is applicable.

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New Vilter Manufacturing Package Warranty Summary

WHAT IS COVERED

Vilter Manufacturing warrants its new packages, as its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for two (2) years from the date of shipment from Vilter Manufacturing. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklists has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance, and correct operation, as outlined in the Vilter operating manual must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured part(s). Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, return of such part(s), F.O.B., freight prepaid to Vilter Manufacturing. Vilter Manufacturing will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (RMA) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Labor and expenses, lost refrigerant, and travel costs are not covered by the warranty except by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

New Reciprocating Compressor Warranty Summary

WHAT IS COVERED

Vilter Manufacturing warrants its new reciprocating compressors, and its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for two (2) years from date of shipment from Vilter Manufacturing. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance, and correct operation, as outlined in the Vilter Operating Manual must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured parts. Vilter Manufacturing reserves the right to

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improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, the return of such parts, F.O.B. freight prepaid, to Vilter Manufacturing. Vilter Manufacturing will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Vilter Manufacturing for warranty consideration, a Purchase Order number is required, in advance. A Return Material Authorization (R.M.A.) will be issued for the part(s) to be returned for an evaluation.

Rebuilt Single Screw Compressor Warranty Summary

WHAT IS COVERED

Vilter Manufacturing warrants its rebuilt single screw compressors, and its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for a period of eighteen (18) months from date of shipment from Vilter Manufacturing, or twelve (12) months from date of startup, whichever occurs first. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance, and correct operation, as outlined in the Vilter Operating Manual must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured part(s). Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, the return of such parts, F.O.B. freight prepaid, to Vilter Manufacturing. Vilter Manufacturing will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain parts from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (R.M.A.) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Labor and expenses, lost refrigerant, and travel costs are not covered by the warranty except, by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

Remanufactured Reciprocating Compressor Warranty Summary

WHAT IS COVERED

Vilter Manufacturing warrants its remanufactured reciprocating compressors, and its parts, to be free of defects in material and workmanship during the period described following.

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DURATION OF COVERAGE

This warranty provides coverage for a period of eighteen (18) months from date of shipment from Vilter Manufacturing, or twelve (12) months from date of startup, whichever occurs first. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance, and correct operation, as outlined in the Vilter Operating Manual, must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured parts. Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, the return of such parts. F.O.B. freight prepaid, to Vilter Manufacturing. Vilter Manufacturing will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain parts from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (R.M.A.) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigeration or lubricants which are not suitable for use with the product. Labor

and expenses, lost refrigerant, and travel costs are not covered by the warranty except, by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

Vilter Vista Control Systems

Vilter Manufacturing makes no express or implied warranties as to merchantability or fitness for a particular purpose or use. Vilter Manufacturing's Vista Control Systems, as manufactured by Vilter Manufacturing Corporation, hereinafter referred to as the manufacturer, are warranted to be free from defects in material and workmanship under normal use and service for a period of one (1) year after delivery to the original user, but in no case more than fifteen (15) months from the date of manufacture. The manufacturer's obligation under this warranty shall be limited to repair or replacement of any part or parts returned to the manufacturer within said period, transportation charges prepaid, with instructions to be returned, charges collect, and; which in the manufacturer's examination shall disclose to be inherently defective. This warranty shall not apply to Vilter Manufacturing's Vista Control Systems which have been improperly installed or repaired, or altered in any way outside of the manufacturer's factory or been subject to misuse, negligence, or accident. Equipment or component parts manufactured by others and used as the part of or in connection with Vilter Manufacturing products carry only the warranty of the manufacturer thereof. Said warranty shall be void if equipment has been subjected to negligence, abuse, misuse, corrosive chemicals, excessive pressure, accident, outward damage, or hidden damage while in transit, or if operated contrary to Vilter Manufacturing's recommendations, or if the serial number has been altered, defaced or removed, nor shall Vilter Manufacturing be liable for damages when parts other than genuine Vilter Manufacturing parts are used for repairs.

LIMITATION OF WARRANTY

All remedies with respect to any product or part sold by Vilter Manufacturing Corporation shall be limited exclusively to the right to replacement or repair F.O.B. Stockbridge, Georgia, as provided. In no event shall Vilter Manufacturing be liable for consequential or special damages of any nature, which may arise in connection with such product or part. The term consequential is expressly intended, but not limited to mean those damages that are not immediately foreseeable to Vilter Manufacturing, such as damage claims involving labor charges for removal or installation of said product or parts, loss of refrigerant, loss of stored product, lost sales, lost orders, lost profits, lost income, whether gross or net all allegedly

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attributable whether directly or indirectly to failure or non-performance of Vilter Manufacturing Corporation equipment.

WARRANTY NOTE

NO top penetration for electrical conduit or other components allowed on panel(s). Equipment warranty will be NULL and VOID unless prior approval in form of written consent by Logic Technologies Inc. and Vilter Manufacturing Corporation.

Genuine Vilter Manufacturing Parts Warranty Summary

WHAT IS COVERED

Vilter Manufacturing warrants its genuine Vilter Manufacturing parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for accessory parts a period of eighteen (18) months from date of shipment from Vilter Manufacturing, or twelve (12) months from date of installation, whichever occurs first. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date. Genuine Vilter Parts for reciprocating and Single Screw compressors (excluding accessory-type items) are warranted “against defects of material and workmanship” for two years from date of shipment. Accessory-type parts are warranted for one year from date of shipment. In the event that the Vilter part is provided at no charge due to a warranty issue on a new machine, the warranty period for the part is for the balance of the new machine warranty. To obtain replacement parts from Vilter Manufacturing for warranty consideration, a Purchase Order for those parts is required, in advance. An RMA will be issued for the old parts to be returned for evaluation. If, after evaluation, the parts are deemed to be covered by warranty, a credit for the purchase (excluding freight) will be issued. In the event the replacement parts order is below the order minimum, the order will be billed at the minimum billing value. After the part is evaluated and is determined to be a warranty, the full value of the order will be credited.

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Routine maintenance, and correct operation, as outlined in the Vilter Operating Manual, must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing’s sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured part(s). Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing’s option, the return of such parts, F.O.B. freight prepaid, to Vilter Manufacturing. Vilter Manufacturing will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Vilter Manufacturing for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (R.M.A.) will be issued for the part(s) to be returned for evaluation.

New Air Unit And Hot Dipped Galvanized Steel Coils Warranty Summary

WHAT IS COVERED

Vilter Manufacturing warrants its new air units, and its parts, to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This warranty provides coverage for a period of eighteen (18) months from date of shipment from Vilter Manufacturing, or twelve (12) months from date of installation, whichever occurs first. The hot dipped galvanized coils are warranted against rust through for a period of five (5) years from date of shipment. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

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CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with startup completed by Vilter authorized personnel. Routine maintenance, and correct operation, as outlined in the Vilter Operating Manual, must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured part(s). Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, the return of such parts, F.O.B. freight prepaid, to Vilter Manufacturing. Vilter Manufacturing will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain parts from Vilter Manufacturing for warranty consideration a Purchase Order is required, in advance. A Return Material Authorization (R.M.A.) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglects, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Labor and expenses, lost refrigerant, and travel costs are not covered by the warranty except by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.

Miscellaneous Product Warranties Summary

PRODUCTS

Vilter Manufacturing Vessel, Evaporative Condensers, Valves Purchased items: Twin Screw Compressors, Control Valves

DURATION OF COVERAGE

This warranty provides coverage for a period of eighteen (18) months from date of shipment from Vilter Manufacturing or twelve (12) months from date of startup, whichever occurs first. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

PRODUCTS

RAM PPS Motor/Starter Packages, Westinghouse Starters

DURATION OF COVERAGE

This warranty provides coverage for a period of two (2) years from date of shipment from Vilter Manufacturing. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date.

LINCOLN MOTOR WARRANTY

The Lincoln Electric Company, the Seller, warrants all new standard motors and accessories thereof against defects in workmanship and material provided the equipment has been properly cared for and operated under normal conditions. All warranty periods begin on the date of shipment to the original purchaser. Warranty periods for low voltage (<600 V) motors are defined in the following chart. The warranty period for medium voltage (>600 V) motors is one year on sine-wave power. Contact Lincoln for warranty period of PWM power.

If the Buyer gives the Seller written notice of any defects in equipment within any period of the warranty and the Seller's inspection confirms the existence of such defects, then the Seller shall correct the defect or defects at its option, either by repair or replacement F.O.B. its own factory or other place as designated by the Seller. The remedy provided the Buyer herein for breach of Seller's warranty shall be exclusive.

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PRODUCTS		WARRANTY PERIOD		
Model Number Prefix	Efficiency Code(s)	Frame Sizes	Sine-Wave Power	PWM Power
AA, AF, AN	S, P, B	143T-286T	5 years	2 years*
CF, SD	M	143T215T	2 years	1 year
CF, CN, CS, CP	E, H, P, B	143T-449T	5 years	2 years*
		182U-449U	1 year	2 years*
C5, C6	H, P	M504-689	1 year	Contact Lincoln
MD, SE	S	284T-445T	5 years	1 year
RC, RJ, SC	H	56-145T	5 years	2 years*
RD, RF	S	56-56H	5 years	2 years*
REW, SEW	S	56-256T	1 year	1 year
SD, SF	S, H, P, B	143T-449T	5 years	2 years
Field Kits and Accessories			5 years	

*Applies to motors with a service factor of 1.15 or higher. Motors with a 1.0 service factor have a 1 year warranty on PWM power.

No expense, liability or responsibility will be assumed by the Seller for repairs made outside of the Seller's factory without written authority from the Seller. The Seller shall not be liable for any consequential damages in case of any failure to meet the conditions of any warranty. The liability of the Seller arising out of the supplying of said equipment or its use by the Buyer, whether on warranties or otherwise, shall not in any case exceed the cost of correcting defects in the equipment in accordance with the above guarantee. Upon the expiration of any period of warranty, all such liability shall terminate. The foregoing guarantees and remedies are exclusive and except as above set forth there are no guarantees or warranties with respect to accessories or equipment, either expressed or arising by option of law or trade usage or otherwise implied, including with limitation the warranty of merchantability, all such warranties being waived by the Buyer.

TOSHIBA MOTOR WARRANTY

Generally, TOSHIBA will correct at its option, by repair or replacement (f.o.b. a TOSHIBA-AUTHORIZED SERVICE SHOP), any defect in material and workmanship when properly used for a period of one year after installation or 18 months after shipment, whichever comes first. TOSHIBA is not responsible for apparatus returned without proper authorization and identification, improper handling or storage, misapplication of the motor or the driven equipment, defects in the driven equipment or device, or improper circuit protection. The amount of liability shall not exceed the purchase price of the product. In no event shall TOSHIBA have any liability for

commercial loss, claims for labor, removal and installation charges or consequential damages of any type. It is expressly agreed that Buyer's remedies expressed in this paragraph are Buyer's exclusive remedies.

For further information, contact:
 TOSHIBA INTERNATIONAL CORPORATION
 Industrial Equipment Division
 13131 W. Little York Road
 P.O. Box 40906
 Houston, TX 77041

MARATHON MOTORS WARRANTY

Marathon Electric's standard warranty policy shall apply, 18 months from date of start up or 24 months from date of Marathon's manufacture, whichever shall occur first. In many cases Authorized Service Stations can provide repairs under Marathon Electric's warranty. If the product is within our published warranty policy guidelines and you believe the failure is warrantable – **PLEASE INFORM THE AUTHORIZED SERVICE STATION AT THE TIME OF INITIAL CONTACT!** The Authorized Service Station must follow warranty procedures before proceeding with repairs. You may be asked to provide details regarding the installation and the failure such as date purchased, date installed, date failed, hours in service, type of driven equipment, protective devices used, etc. If proper warranty procedures are not followed, it may not be possible to file a warranty claim.

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FACTORY SERVICE DEPARTMENT

In some cases, it may become necessary to return product to the point of manufacture for failure analysis and correction. The Authorized Service Station will be able to assist with this process. They will contact us directly if factory involvement is required. Please do not return product to the factory without first obtaining a returned good authorization (RGA) number. Without proper documentation, the shipment could be lost or refused at our receiving dock. For a returned goods authorization, or if there are any questions or comments regarding our products or Authorized Service Station network which you believe require attention from the factory, please contact our Warranty and Service Department.

MARATHON ELECTRIC MFG. CORP.
P.O. Box 8003
Wausau, WI 54402-8003
Attn: Service Department
Phone: (715) 675-3311
Fax: (715) 675-6361

BALDOR WARRANTY

All Baldor standard motors are warranted against defects in Baldor workmanship and materials.

Warranty Period:

Most Baldor standard motors are warranted for eighteen (18) months from the date of shipment to Baldor's customer from Baldor's district warehouse or, if applicable, from Baldor's factory. Baldor Standard-E® standard efficient motors are warranted for twenty-four (24) months. Standard-E is limited to three phase, general purpose, 1-200 HP ratings that fall under the Energy Policy Act (EPA). Baldor Super-E® premium efficient motors are warranted for thirty-six (36) months. Baldor commercial motors are warranted for twelve (12) months. Baldor control products are warranted for twenty-four (24) months. All warranty claims must be submitted to a Baldor Service Center prior to the expiration of the warranty period.

WARRANTY SERVICE CENTER LOCATIONS:

Warranty service is available for all Baldor products from Baldor's Customer Service Center in Fort Smith, Arkansas, and from Baldor Authorized Service Centers. A list of Baldor's Authorized Service Centers is available in catalog #505 on CD, Baldor website: www.baldor.com and from any Baldor District Office or by contacting us at the Baldor address.

PROCEDURE TO RECEIVE WARRANTY SERVICE:

Customers should take or ship prepaid the Baldor product requiring warranty service to a Baldor Authorized Service Center. Please include an explanation of the defect or problem, a description of the way in which the Baldor product is used, and your name, address and telephone number. Repair By Other Than A Baldor-Authorized Service Center: Customers who are unable to take or ship the Baldor product to a Baldor Authorized Service Center, or who desire a repair to be made by other than a Baldor Authorized Service Center, should contact the local Baldor District Office. A repair by anyone other than a Baldor Authorized Service Center must be approved in advance by Baldor.

REPAIRS OR REPLACEMENT WITHIN THE SCOPE OF THE WARRANTY:

If a Baldor product is defective due to Baldor workmanship or materials and the defect occurs during the warranty period, then Baldor will either repair the product or replace it with a new one, whichever Baldor believes to be appropriate under the circumstances. Baldor is not responsible for removal and shipping of the Baldor product to the service center, the reinstallation of the Baldor product upon its return to the customer, or any incidental or consequential damages resulting from the defect, removal, reinstallation, shipment or otherwise.

REPAIRS OUTSIDE THE SCOPE OF THE WARRANTY:

Problems with Baldor products can be due to improper maintenance, faulty installation, non-Baldor additions or modifications, or other problems not due to defects in Baldor workmanship or materials. If the Baldor Authorized Service Center determines that the problem with a Baldor product is not due to defects in Baldor workmanship or materials, then the customer will be responsible for the cost of any necessary repairs. Customers not satisfied with a determination that a problem is outside of warranty coverage should contact the Baldor District Office for further consideration.

INTENDED USE:

Baldor products are designed for industrial, commercial and agricultural use rather than household, family or personal use.

PRODUCT SPECIFICATIONS:

All product specifications, applications and other information provided in Baldor's catalog and publications are subject to

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correction and change without notice and should be confirmed with the Baldor District Office prior to ordering.

EXTENDED WARRANTIES:

Extended warranties are available for certain Baldor products. These warranties are described in Baldor's catalog and other sales literature. Extended warranties are subject to the terms and procedures of this Limited Warranty and Service Policy as modified by the additional terms of the extended warranty.

NO OTHER WARRANTIES AND LIABILITY LIMITATION:

This Limited Warranty and Service Policy represents Baldor's sole and exclusive warranty obligation with respect to Baldor products. Baldor's liability to a customer or any other person shall not exceed the Baldor's sales price of the applicable Baldor product. **BALDOR DISCLAIMS ALL OTHER EXPRESSED AND IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY.**

COMMENTS AND QUESTIONS:

Customer Service:

Baldor Electric Company
P.O. Box 2400
Fort Smith, Arkansas 72902
Fax: 501-648-5791
Website: www.baldor.com

CONDITIONS THAT MUST BE MET TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available after the Vilter Manufacturing specified pre-startup checklist has been successfully and properly completed with start-up completed by Vilter authorized personnel. Routine maintenance, and correct operation, as outlined in the Vilter Operating Manual, must be performed in order to maintain warranty coverage. Vilter Manufacturing reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT VILTER MANUFACTURING WILL DO

Vilter Manufacturing's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with a new or Vilter Manufacturing certified remanufactured parts. Vilter Manufacturing reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY CONSIDERATION

Vilter Manufacturing is to receive notice of any alleged defect within ten (10) days after its discovery and, at Vilter Manufacturing's option, the return of such parts, F.O.B. freight prepaid, to Vilter Manufacturing. Vilter Manufacturing will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain parts from Vilter Manufacturing for warranty consideration a Purchase Order is required, in advance. A Return Material Authorization (R.M.A.) will be issued for the part(s) to be returned for evaluation.

WHAT IS NOT COVERED

This warranty does not cover routine maintenance items, adjustments, normal wear and tear, or damage caused by corrosion, misuse, overloading, neglect, improper operation, accident or alteration, improper service, use of a part not manufactured or sold by Vilter Manufacturing, and operation with refrigerants or lubricants which are not suitable for use with the product. Labor and expenses, lose refrigerant, and travel costs are not covered by the warranty except by written permission by Vilter Manufacturing. Any consideration for such expenses is required to be submitted to Vilter Manufacturing within 60 days of the event, or there will not be a warranty reimbursement.