



April 1, 2010

PNEUMATECH WARRANTY
Statement of Limited Warranty

Pneumatech warrants that all compressed air dyers, Pneumatech-designed dryer parts, and other Products manufactured by Pneumatech and Affiliates will be free of defects in design, material and workmanship for 14 months from date of shipment, or 12 months from date of initial start-up, whichever occurs first, except as set forth below in the Products Warranty Statement.

Should any failure to conform with this warranty occur under normal and proper use, and provided the Product has been properly stored, installed, handled and maintained by Purchaser, Pneumatech will, if given prompt notice by Purchaser, repair or replace the non-conforming Product or authorize repair or replacement at Pneumatech's expense. Replaced products are the property of Pneumatech.

Pneumatech warrants Products (or parts of Products) repaired or replaced under the above warranty, under normal and proper use, storage, handling, installation, and maintenance, against defects in design, workmanship and material for 90 days from start-up of the repaired or replaced Products or parts, or the expiration of the original Product warranty, whichever is longer.

When the nature of the defect is such that it is appropriate in Pneumatech's judgment to do so, repairs will be made at the site of the Product. Repair or replacement under warranty will be made at no charge for replacement parts (F.O.B. Pneumatech warehouse), warranty labor, and serviceman transportation and living costs, when work is performed during normal working hours (8 a.m. to 5 p.m. Monday through Friday, exclusive of holidays). Labor performed at other times will be billed at the overtime rate then prevailing for services of Pneumatech personnel.

The Pneumatech warranty does not extend to Products not manufactured by Pneumatech or Affiliates. As to those Products, Purchaser may proceed upon the terms of that manufacturer's warranty. The Pneumatech warranty does not apply to defects in material provided by Purchaser or to design required by Purchaser.

Used Products manufactured by Pneumatech are sold as is with a limited warranty for six (6) months from date of shipment. Products not manufactured by Pneumatech or Affiliates, and Products excluded from the above warranties are sold AS IS with no representation or warranty.

Any services performed by Pneumatech in connection with the sale, installation, servicing or repair of a Product are warranted to be performed in a workmanlike manner. If any nonconformity with this warranty appears within 90 days after the services are performed, the exclusive obligation of Pneumatech is to re-perform the services in a conforming manner.

The foregoing warranties are exclusive and in lieu of all other warranties of quality, written, oral or implied, and all other warranties, including any warranty of merchantability or fitness, are disclaimed. Correction of nonconformities as provided above are purchaser's exclusive remedy, and constitute the total liability of Pneumatech with respect to the quality of or any defect in products or associated services delivered or performed under these terms and conditions.

LIMITATION OF LIABILITY – In no event is Pneumatech liable for special, indirect, incidental or consequential damages, however arising, whether in warranty, strict liability, contract, tort, negligence or otherwise, including loss of profits or revenue, loss of total or partial use of the Products or facilities or services, downtime cost, or claims of Purchaser for these or other damages, whether on account of Products furnished or delays in delivery of Products or services performed upon or with respect to these Products. Pneumatech's liability on any claim, whether in warranty, strict liability, contract, tort, negligence or otherwise, for any loss or damage arising out of, connected with, or resulting from or the performance or breach of these terms and conditions, or from the design, manufacture, sale, delivery, resale, repair, replacement, installation, technical direction of installation, inspection, servicing, operation or use of any Product covered by or furnished under any order, will in no case (except as provided in the section entitled "Patent Indemnity") exceed the purchase price allocable to the Product or part of the Product which gives rise to the claim.

All causes of action against Pneumatech arising out of or relating to these terms and conditions or by the performance of Pneumatech expires unless brought within one year from the time of accrual.

Available Extended Warranty

In addition to the above warranty, if the Customer registers the warranty of a standard price book Pneumatech dryer or a standard price book ConservAIR Intermediate Control® ("Specified Products") via the internet at www.pneumatech.com: **(i)** the above warranty will be extended to twenty-four (24) months from the date of shipment from the Company's factory covering Components and reasonable labor) as to such Specified Products and **(ii)** the Company warrants that it will, in its sole discretion, either repair or replace heat exchangers on refrigerated dryers and valves on PH, PE, PB or PHC style regenerative dryers and valves on Intermediate Controls® for defects in material or workmanship (covering Components only) provided: **(a)** Customer notified the Company of any claim of defect in material or workmanship within sixty (60) months from date of shipment from the Company's factory; **(b)** Customer holds the Product or Component for inspection by the Company's representative; **(c)** Customer returns the Component(s) only with Company authorization, within forty-five (45) days after such authorization, with transportation charges prepaid and shipped pursuant to the Company's directions; and **(d)** the Component(s) are found defective in materials or workmanship upon examination by the Company.

Components shall not be considered defective if they substantially fulfill performance requirements set forth in the Company literature and are manufactured in accordance with the Company's specifications or government specifications when applicable.

These extended heat exchanger and valve warranties covers only parts, not labor, and are not pro-rated in any way. The warranties stated herein will not extend to Products or Components that: **(a)** have been subject to misuse, neglect, accident, or that have been repaired or altered by, or at the direction of Customer, without the Company's written authorization, or **(b)** have not been maintained or installed by Customer pursuant to the Company's guidelines. The Company shall not be liable for any expense, liability or loss incurred by Customer nor for any special, consequential, liquidated or other damage or penalties suffered by Customer or anyone else with respect to any Product or Component.

There are no warranties which extend beyond the warranties stated herein. The foregoing warranty is in lieu of all other warranties whether expressed, implied or statutory, including implied warranties of merchantability or fitness for any particular purpose. No representation or warranty of any person on behalf of the Company shall extend the liability or responsibility of the Company beyond the terms of the warranties stated herein. In no event shall the Company be liable for any loss of profits, loss of use, incidental, consequential or special damages to any person or company resulting from the use of the Company Products.

Warranty Returns – Equipment

If consultation with a company service representative necessitates the return of the unit in question, a Return Material Authorization (RMA) number will be issued. Units returned without an RMA number may be refused and/or returned to the sender, freight collect.

Pneumatech will return equipment repaired under warranty, using normal ground transportation, freight prepaid. Customers requesting delivery options other than those stated will be invoiced for any additional freight charges incurred. Pneumatech will not be liable for shipping damage.

Repaired equipment will be warranted for the remainder of the original warranty period. All parts and labor, determined not to be covered under warranty, will be billed to the distributor.

Warranty – Spares/Aftermarket Parts

Spare parts will be warranted for ninety (90) days (parts only) from the date of shipment from the factory.

Warranty Claim – Time Limitations

1. Service warranty claims must be submitted to Pneumatech within sixty (60) days of the date of service. Failure to do so may result in denial of warranty.
2. Parts returned for credit under a Return Material Authorization (RMA) must be returned within sixty (60) days of the date the RMA was issued. If it has been requested that failed parts be returned to Pneumatech, the claim will not be processed until the arrival of those parts. Any claims older than 90 days waiting on returned parts will be denied.
3. If after sixty (60) days no attempt has been made to file a claim, or parts have not been returned, the Return Material Authorization (RMA) will be considered closed and no credit will be issued.
4. Extensions can be authorized by contacting the Pneumatech service/warranty department prior to the sixty (60) day limit.
5. No Return Material Authorizations (RMA) will be issued after sixty (60) days from the date any work is performed.
6. Please allow 30 days for processing of claims.

Warranty Labor Rates

Pneumatech will pay the claimed amount for labor, travel time, and mileage.

Mileage rate: Up to \$0.50 per mile (in lieu of truck charge) per government standards.

Labor Rates

Hourly on-site rate will be 75% of the distributor established and published labor rate.

Please notify the factory of current published labor rate. It is the responsibility of the distributor to inform Pneumatech of changes in their published labor rate. Failure to advise changes in published labor rate will result in warranty claims paid at previous warranty rates.

Items Not Covered Under Warranty

1. Hot gas bypass valve adjustments
2. Dirty condensers
3. Failures due to extreme ambient conditions
4. Failures due to incorrect application of product
5. Failures due to lack of maintenance
6. Failures due to unstable power supply/interruptions
7. Failure due to improper start up
8. Shipping damage
9. Improper installation
10. Wrong Voltage applied

Warranty Claim Procedures

The procedures listed below must be followed to ensure prompt processing of warranty claims and credits.

1. Acquire the following information before contacting the factory: Customer name, Contact name, Phone/Fax number, Address, Model number, Serial number, working conditions, Air dryer data, Description of the symptom, and problem and Start-up report(s) upon request. Use the Claim Form below. Please insure the unit is within the warranty period before beginning repairs. Units outside of the warranty period will have any and all warranty claims rejected unless special consideration has been granted by Pneumatech in writing in advance.
2. The distributor service technician will be instructed to evaluate the cause of the failure and report back to Pneumatech. In the case when parts are needed the distributor shall issue Pneumatech a purchase order for those parts, and add those parts to the warranty claim form. If major repairs are needed, contact Pneumatech for disposition.
3. A Return Material Authorization (RMA) number must be obtained from the factory and clearly marked on the outside of the package before any material will be accepted for warranty return. Corresponding paperwork must reference the RMA number to avoid a delay in warranty processing.
4. If a warranty repair cost is estimated to exceed 50% of the product list price, contact Pneumatech before proceeding with any warranty service. A Pneumatech service representative will determine if the product should be repaired or replaced. Any units misapplied, will not be covered under warranty or replaced.
5. The factory shall provide all replacement parts required for warranty service. Warranty replacement parts shall be purchased from Pneumatech. Upon return and evaluation of the failed part(s), credit will be issued. Parts not purchased from Pneumatech will be reimbursed at actual cost, receipts required.
6. Defective parts must be returned to Pneumatech within 60 days of repair unless a factory service representative approves of disposal. All returned parts must be accompanied by an RMA number obtained from the factory. Defective parts will be evaluated and, if warranted, credit will be issued to the distributor. Parts returned without an RMA number may be refused and/or returned to the sender, freight collect, and no credit issued. All parts must be returned freight prepaid.
7. Warranty replacement parts shall be shipped using normal ground transportation, freight prepaid. Customers requesting delivery options other than those stated will be invoiced for any additional freight charges incurred.
8. Warranty replacement parts, supplied by Pneumatech, will be warranted for the remainder of the equipment warranty.

9. All warranty claim invoices should be sent to Pneumatech with a detailed service report of the work performed. Upon approval, warranty credit will be issued to the distributor's account. Prior authorization is also required for more than one service person.
10. A customer or end user who requests a specific service company will be responsible for any additional expenses incurred due to that request.

Note: Authorization to investigate a problem or failure does not guarantee warranty coverage or payment for the service performed. Claims with excessive labor times or additional parts which are not covered under the warranty repaired will be adjusted before payment is made. Proof of proper start up service may also be required for warranty consideration.

Pneumatech reserves the right to change or revise this policy at anytime. Such changes do not entitle the buyer to corresponding changes, improvements, additions or replacements for equipment previously sold or shipped.



WARRANTY CLAIM FORM

PNEUMATECH 4909 70 th Avenue Kenosha, WI 53144 Fax to 262-658-1945		Model Number		Claim Date		
		Unit Serial Number		Claim Prepared By		
		Service Tip No.		RMA No.		
Distributor Name			End-User Name			
Address			Address			
City	State	Zip	City	State	Zip	
Distributor Original PO No.		Distributor Reference No.		Date Unit Shipped		
Date Started-Up		Unit Started By		Months In Storage Before Start Up		
Date of Failure		Date Repaired		Work Performed By		
Reported Problem:						
Cause:						
Corrective Action:						
Enter Primary Parts Here						
Parts Replaced	Description	Part Number	Qty.	List Price/Ea. (\$)	Discount	Total Net (\$)
Parts Total – (all above parts)						
Labor (75% of dist published labor rate)		Travel	On Site	Total Hrs.	Rate	
Mileage		Miles	No. of Trips	Rate \$0.50 per mile		
Misc Expenses (attach explanation and invoices)						
Total Amount Requested On This Claim						\$

Please allow 30 days for processing of this claim. Claims older than 60 days after the date of failure will be denied. If it has been requested that failed parts be returned to Pneumatech, this claim will not be processed until the arrival of those parts. Any claims older than 90 days waiting on returned parts will be denied.