

# Warranty Information



Hycomp ("The Seller") warrants to each original purchaser ("The Purchaser") products of The Seller's own fabrication against defects in workmanship and materials under normal use and service, as follows:

Compressors – Twelve (12) months from date of factory shipment.

Repair parts – Two (2) months from date of factory shipment.

The Seller's sole obligation under this warranty shall be, at their option, to repair, replace or refund the purchase price of any product or part thereof which is deemed to be defective, provided The Purchaser meets all of the applicable requirements of this warranty and none of the limitations apply.

All warranted charges must have Seller's prior written approval. This warranty covers field repair labor and repair labor at the Purchaser's facility. All other labor charges and all travel expenses except mileage are hereby excluded. Warranty repair labor shall be reimbursed at Seller's specified hourly rate, without regard to The Purchaser's overhead or profit. Reasonable time limits must be set for warranty service and Seller will only reimburse for the appropriate amount of service. Seller will reimburse travel expenses for authorized service at the specified mileage rate only, not to exceed 200 miles per claim. Warranty service performed but not authorized by Seller will not be reimbursed. Seller's warranty does not cover overtime labor, subsistence, gratuities, or airfreight.

Notice of the alleged defect must be given to Seller in writing with all identifying details including serial number and model number within ten (10) days of the discovery of alleged defect during the warranty period. Seller may require such product or part thereof to be promptly returned to Seller, freight pre-paid, for inspection. Seller's written authorization and Returned Goods Authorization (RGA) number is required before shipment of such product. Warranty does not cover cost of shipping undamaged parts. Repair or replacement of individual parts will not extend factory warranty.

The warranty is only valid if the compressor has been properly maintained, documentation has been kept describing the maintenance performed, and the Warranty Registration Card and the Compressor Installation Checklist has been properly filled out and returned to Seller within thirty (30) days of startup. Failure to provide proper preventative maintenance will void the warranty immediately. Use of substandard parts will void the warranty immediately. All costs associated with the compressor maintenance are specifically excluded from warranty coverage, and must be borne by The Purchaser.

Seller does not warranty equipment or parts not manufactured by The Seller. Should The Purchaser obtain equipment that is not manufactured by The Seller, they must look to the original manufacturer's warranty. There are no exceptions.

This warranty shall not apply to, and Seller shall not be responsible or liable for:

- (a) Consequential or collateral damages or special losses
- (b) Equipment conditions caused by fair wear and tear, abnormal conditions of use, accident, neglect or misuse of equipment, improper storage, or damages resulting during shipment
- (c) Damage caused by deviation from operating instructions, installation checklist, specifications, or terms of sale
- (d) Labor charges not authorized in writing by Seller
- (e) Labor charges, loss or damage resulting from improper installation, operation, maintenance or repairs made by person(s) other than Seller or Seller's authorized service station.
- (f) Damage caused by improper application or installation of product
- (g) Damage to compressors which are not protected by an inlet filter
- (h) Damage resulting from environmental conditions from which the compressor is not protected, including heat, cold, blowing sand/dust, rain or snow, saltwater, or other acts of God
- (i) Damage to compressors that have no high temperature safety shutdown
- (j) Damage to compressors that have no low oil pressure safety shutdown
- (k) Damage to compressors that receive an unload pressure signal from a pulsing source (inlet/discharge lines)
- (l) Damage resulting from poor inlet gas quality or from gas quality that differs from that specified on the purchase order or original quote
- (m) Damage resulting from running conditions other than specified on the purchase order or original quote
- (n) Damage caused by improper field adjustment of compressor controls & safety monitors
- (o) Booster compressors on which no properly sized inlet receiver is installed
- (p) Damage resulting from use of replacement parts, oils, filters or other items that do not match factory required fit, form and function
- (q) Damage caused by incorrect oil viscosity for environmental temperatures and conditions

In no event shall Seller be liable for any claims, whether arising from breach of contract or warranty of claims of negligence or negligent manufacture, in excess of the purchase price. This warranty is the sole warranty of Seller and any other warranties, express, implied in law or implied in fact, including any warranties of merchantability and fitness for particular use, are hereby specifically excluded.