



ABAC USA PRODUCT WARRANTY MANUAL



701 N Dobson Ave, Bay Minette, AL, 36507

Table Of Contents

Section 1 - General Information

Products Covered
General Warranty Policies and Procedures

Section 2 - Warranty Service Providers

Partial Line Authorized Service Partner
Full Line Authorized Service Partners

Section 3 - Package Start-up procedures

Procedure & Rules for Initiating Non-Service Selling Partner Start-up.

Section 4 - Warranty Procedures

Reciprocating Products Warranty Registration
Rotary Screw Products Warranty Registration
Performing Warranty Service
Filing a Warranty Claim

Section 5 - Warranty Service Reimbursement

Labor
Mileage
Travel Time
Parts
Return Material Authorization

Section 6 - Long Term Storage

Proper Storage
Rotary Screw Air End
Rotary Screw Compressor Units

Section 7 - Warranty Statements

General Warranty Provisions

Standard Warranties

Reciprocating Products
Rotary Screw Products

Extended Warranties

Air Treatment Products

Section 1 - General Information

This publication covers the Warranty policies for the following products:

Reciprocating Products

- ◆ Direct drive & hand portable compressors
- ◆ Belt Drive Single Stage Aluminum Compressors
- ◆ Belt Drive Single Stage Cast Iron Compressors
- ◆ Belt Drive Two Stage Aluminum Compressors
- ◆ Belt Drive Two Stage Cast Iron Compressors
- ◆ Duplex Compressors
- ◆ Gas & Diesel Driven Compressors

Rotary Screw Products

- ◆ 3HP DD mobile Compressors
- ◆ Base Mounted Compressor
- ◆ Tank Mounted Compressors
- ◆ Tank Mounted & Integral Dryer Compressors

Air Treatment Products

- ◆ COOL Refrigeration Air Dryers
- ◆ Compressed Air Filters

Certain rules and restrictions apply to product warranties. Please read this entire handbook.

The information in this handbook has been compiled to address most questions regarding ABAC Compressor product warranties. It contains definitions of the limits of warranty coverage, the procedures for obtaining warranty service, the responsibilities of all parties, and explains how warranty procedures will be applied.

It is the intent of the ABAC USA Service Department to uphold the policies and procedures as outlined in this handbook. We are committed to providing the best possible service to our customers, distributors, original equipment manufacturers, and end users alike.

Every effort has been made to assure that the information contained in this handbook is accurate, however ABAC USA reserves the right to make changes, or additions without prior notification to the field.

General Warranty Coverage Rules

Warranties apply only to original purchaser of equipment. Purchaser is defined as the person who buys a new compressor directly from an Authorized ABAC Partner. Warranties are not transferable to additional parties.

All warranty claims and start-up reports should be ABAC USA's Online System designed exclusively for Authorized ABAC USA Compressor Partners.

All warranty claims where the compressor has been mis-used, abused and / or operated outside of its design criteria are void and are not reimbursable. Such examples include but are not limited to continuous duty running for intermittent duty designed machines (single stage piston compressors) and machines used outside of their maximum working flow and pressure capacity

Contamination

Warranty will be void if a failure is determined to be the result of inadequate filtration or the ingestion of contaminants into any component of the air compressor package.

Contamination in the air-end or other components of the air compressor package can affect bearing life, motor winding insulation, seals and gaskets.

Standard intake filtration equipment supplied from the factory may not be adequate for extremely dirty applications. In applications where there is heavy dust, chemical fumes or other vapors, the owner/operator is responsible for providing adequate filtration.

Examples of these contaminants would include, but are not limited to pulp mills, plastic plants, metal plating operations, and chemical manufacturing plants.

Installation

Proper installation and maintenance of ABAC USA products is the responsibility of the authorized Installation partner and / or end user either by performing the work themselves or instructing the customer on the correct installation and maintenance procedures.

The partner is also responsible for informing the customers (in writing) of any safety precautions and/or questionable safety practices observed at the installation site.

Safety precautions as well as proper maintenance and service procedures are clearly defined in the instruction manual supplied with each unit. It is the Partner / End Users responsibility to see that the proper instruction manual is delivered to the customer.

Loose belts, bolts, piping, pressure adjustments, control filter maintenance, and coupling alignments are considered part of normal start- up procedures and/or regular maintenance / wear items and do not normally constitute a warranty claim.

Parts

ABAC USA service parts are warranted against defects in material and workmanship for ninety (90) days in service or twelve (12) months from date of factory shipment (whichever occurs first). A copy of the invoice is required for all parts warranty claims.

Labor and travel are not covered by the parts warranty

ABAC USA is not responsible for lost fluid through leakage or separator failure after 100 hours or one (1) month in service (whichever occurs first).

Exclusions

The ABAC USA Service Department pledges to assist the distributor to correct any problems a customer may experience with a new compressor but will not be held responsible for rental or replacement air, rigging services, consumables or any consequential damage said to be caused by the compressor or any part thereof.

ABAC USA air compressors used for compression of gases other than atmospheric air are not warranted by ABAC USA unless expressly covered in writing by ABAC USA

ABAC USA will pay only for actual travel time to and from the job site.

ABAC USA will not pay for parking fees, security checks, overtime, special marine or offshore rates, extended waiting time, meals or motels unless prior authorization is obtained from the ABAC USA Service Department.

ABAC USA will only pay labor charges when the work performed corrects the problem.

ABAC USA will pay for service calls solely and specifically for the purpose of determining the problem *only* after all attempts to diagnose the problem in email / telephone / virtual methods with both the customer and the ABAC USA Service Department have failed. ABAC USA will not pay the penalty of not having an experienced, qualified mechanic performing the repair unless prior authorization is obtained from the ABAC USA Service Department. It is expected that each Partner technician has an adequate parts supply on the service truck and to try to determine the compressor problem prior to the first service call as

outlined earlier in this paragraph.

Where a compressor or component is changed or replaced during the warranty period, it is warranted for 90 days or the remainder of the original warranty period, whichever is longer.

ABAC USA will not pay warranty for any problems caused by improper storage. In those areas of the country that do experience high humidity problems, or Partners / End Users that have long inventory periods, it is the Partners responsibility to ascertain that each compressor sold has been thoroughly checked over, internally and externally and test run, if necessary.

Proper storage of the compressors is the responsibility of the Partner / End User. (Reference Section 7 - Long Term Storage.)

ABAC USA is not liable for unit warranty if a partner purchases an air-end/ basic only from ABAC USA and fabricates and sells it as a packaged unit. A serial number plate can be found on all manufactured units to identify units built by ABAC USA. The servicing Partner should verify identification as an ABAC USA packaged unit prior to performing warranty work.

The ABAC USA Service Department is the final authority to determine a warrantable failure unless the Service Department delegates this authority to a third party.

ABAC USA requires the use of the appropriate brand fluids in all ABAC USA products where applicable. If the owner/operator chooses to use a different brand of fluid, they assume responsibility for any fluid related problems. ABAC USA will not warranty any problems determined to be the result of use of improper fluid. ABAC USA at their discretion may request a sample of the units lubricating and / or operating fluids to proceed with the evaluation of a warranty claim. Failure to supply such samples will render a warranty claim void

This manual supersedes all previous policies and procedures of the ABAC USA Service Department, whether written, expressed, implied or accepted as the norm in the past.

Section 2 – Warranty Service Providers

ABAC USA warranty service work must be obtained through an Authorized ABAC USA Service Partner and must conform to the guidelines set forth in this handbook.

Service personnel must be trained and qualified by the ABAC USA Service Department before being authorized to perform service on an ABAC USA Compressor.

Service warranty work cannot be transferred or assigned to a third party. Service work not performed by an Authorized ABAC USA Service Technician will not be covered by warranty unless authorization is granted (prior to performing the work) by the ABAC USA Service Department.

Partial Authorized Service Partners

Partial line service partners generally service one or a limited ABAC USA product line. Unless authorized by the ABAC USA Service Department, a partial line service partner may be limited to performing warranty service and repairs only on the product line in which it specializes.

Full Line Authorized Service Partners

The full line service partner covers the full ABAC USA product line. The service partners must have fully qualified service technicians to represent all ABAC USA Compressor & supporting products. The service partner should have a spare parts inventory and may have installation expertise to further support the end user. This service partner is authorized to perform warranty work on all and every ABAC USA product

Section 3 – Package Start-Up Rotary Compressors

Start-up service (which includes motor/compressor coupling alignment, belt tension, proper electrical connections, safety shutdown system check etc.) as well as minor adjustments (minor leaks etc) is the responsibility of the selling partner.

The partner performing the start-up is required to submit a start-up report to the ABAC USA service department upon installation of ABAC USA rotary screw compressor products. The start-up report must be submitted to ABAC USA via the start-up and warranty registration process. A valid end user / customer email address is required to complete this

A start-up credit will be allowed and paid to ABAC USA service partners for examination and start-up of the ABAC USA rotary screw air compressors if the machine was sold by a sales partner not located in that area or has no authorized service status. Responsibility for the start-up credit is defined in the non-Service sales partner start-up policy document, available from the ABAC USA service department

Procedure for initiating non-service selling partner start-up

The selling sales partner must contact the ABAC USA service department to plan to perform the start-up prior to the compressor being delivered

All installation work must be completed prior to the servicing partner arriving at the job site. The selling partner should inform the end user of this requirement

The servicing partner must complete the ABAC USA service start-up report and also scan and email an end user / customer signed copy of the non-service partner start-up credit form to the ABAC USA service department

Consult the non-service partner start-up policy for details on start-up fees and other details if necessary

technicalsupport@pistontechnologycenter.com.

Section 4– Warranty Procedures

Reciprocating Products Warranty Registration

The warranty program for reciprocating basics and units is enacted via the warranty registration listed on the ABAC USA website or warranty registration card.

The Authorized ABAC USA partner is responsible for properly completing the warranty registration at the time of sale.

The warranty registration should be completed by the customer within 10 days of purchase if the compressor is drop-shipped to a location other than the selling partner. The partner is still responsible for ensuring that the customer completes this requirement.

Warranty registration is a vital link in the compressor's history file; warranty claims received without a previously filed registration will not be processed without the registration or proof of sale.

Rotary Screw Products Warranty Registration

A start-up report must be completed and submitted via the ABAC USA service team and must include a valid email address for the customer/end user. Acceptance by the ABAC USA service department starts the warranty period on all ABAC USA rotary screw compressor products

The authorized ABAC USA service partner performing the start-up inspection must complete and submit the start-up report online via the ABAC USA service partner portal website (reference page 5 for start-up information). Failure to file this report will jeopardize the warranty and will result in the warranty period starting on the unit's date of shipment from the factory.

Performing Warranty Service

The nearest authorized ABAC US service partner is compelled to handle warranty inspection and repairs regardless of who originally sold the compressor.

When warranty repairs are requested, the service partner should obtain the following information in order to determine which parts may be needed to make repairs: model, serial number, date of shipment from distributor or factory, date of start-up, customer's name, phone number and address, as well as the nature of the problem.

Section 4 – Warranty Procedures (cont.)

If travel will exceed 100 miles to the job site, call the ABAC USA service department for authorization. If a warranty claim is received with mileage/travel time that exceeds territorial limits, ABAC USA will pay mileage from the closest authorized service partner

Excess labor amounts due to machine location, security checks, excess waiting time, offshore travel, etc. will not be covered by the warranty and should be charged to the customer.

The service partner should verify warranty coverage by checking the serial number against their records or calling the ABAC USA service department. Reference Section 1 - General Information for more details.

Discontinue repairs immediately if indications show that a failure was due to something other than a defect in materials or workmanship. Contact the customer and the ABAC USA service department to explain the situation. No further repairs should be performed until the customer understands the problem and issues a purchase order.

Filing a Warranty Claim

Warranty claims should be filed by the ABAC USA Authorized Service Partner via the ABAC USA technical support department through the ABAC USA warranty portal

If a warranty claim is returned to the ABAC USA Authorized Service Partner for clarification or correction, the requested information must be added or the claim corrected and resubmitted within thirty (30) days.

Section 5– Warranty Service Reimbursement

Labor

ABAC USA acknowledges labor rates for each service partner, see the service partner hourly labor and travel rates below

The warranty labor amount is authorized for one man per/hour. If it is necessary to have a helper to remove or replace a compressor, prior permission from the ABAC USA service department is required. If you do not receive prior authorization, ABAC USA will make a decision at warranty claim review whether or not the additional labor will be paid. Reference the ABAC USA labor and travel rates above.

Mileage

Mileage of more than 100 miles each way must be pre-approved by the ABAC USA service department. Mileage is paid at the prevailing rate at the time of travel in effect. Mileage is paid against the vehicle, not the number of service men driving to the job site. Mileage can only be paid to the nearest ABAC USA authorized service partner/

Travel Time

Travel time is calculated per/technician per/hour at the prevailing labor rate whichever labor rate is in effect. If the travel time divided into the mileage equals to less than a 40 mile per hour average, a detailed explanation for the excessive time is required.

Section 5– Warranty Service Reimbursement (cont).

Parts

Parts used for warranty service work and consumed from an ABAC USA's authorized service partners stock will be either credited to the ABAC USA authorized service partner or replaced at ABAC USA's discretion (after final approval of the warranty claim) ABAC USA will pay the standard freight charges for parts replacement. Expedited freight is at the expense of the ABAC USA authorized service partner or end user / customer.

If requested by the ABAC USA service department the ABAC USA authorized service partner must return any spare parts removed and / or replaced during any warranty repair or claim for faulty spare parts. Failure to return these spare parts will result in a supplementary invoice or a deduction from the warranty reimbursement for the parts in question. ABAC USA will pay the freight cost for return parts request for ABAC USA inspection if the warranty claim is approved.

A warranty claim must be received within thirty (30) days from the date of the warranty service intervention by the ABAC USA authorized service partner including submittal of the spare parts used. Failure to enter such a warranty claim will result in a supplementary invoice for any warranty parts issued by ABAC USA.

Return Material Authorization

Parts should always be returned to the ABAC USA service department with the required returns material authorization (RMA) number. RMA numbers can be obtained from the ABAC USA service department. If the ABAC USA authorized service partner fails to obtain or declare an RMA freight charge will be charged back to the ABAC USA authorized service partner and the returned parts will remain unprocessed until all material property by other ABAC USA authorized service partners has been processed. Parts returned without an RMA may also be refused at goods receiving.

Rotary screw air-ends **must** always have the necessary RMA (supplied by the ABAC USA service department) and be returned to the ABAC USA service department in Bay Minette, AL. Air-ends returned without an RMA will be refused at the goods

receiving department

End User Requirements for Obtaining Warranty Service

Each ABAC USA compressor is dispatched with an ABAC user manual, provided when purchasing new ABAC compressor. Here details are given as to how the end user can access and process a potential warranty claim. As a summary the end user is pointed towards our list of ABAC USA authorized service partners based on a zip code or towards the ABAC USA technical department. Should the ABAC US service department receive the first request for a warranty claim they will appoint the nearest ABAC USA authorized service partner as the warranty service provider.

Once the ABAC USA service partner is in possession of the claim the aforementioned partner should initiate completing a warranty check list (see sample below) in conjunction with the end user if necessary. All information must be provided as a prerequisite to obtain a warranty claim.

Should there be any doubt as to the validity of the warranty claim for whatever reason the ABAC USA authorized service partner may wish to seek to get a purchase order from the end user so as to invoice any work undertaken that may not qualify for a warranty reimbursement. ABAC USA will not be liable to reimburse for any work undertaken that does not meet the warranty requirement.

Loose belts, bolts, piping, fittings, pressure adjustment and coupling alignments are considered normal start-up procedures as are regular maintenance items, and thus do not constitute a warranty claim.

When accessing a warranty claim the ABAC USA authorized service partner should appraise the end user of the ABAC USA warranty procedures and policy.

The end user / customer must provide adequate access to his premises and the ABAC USA compressor in order for the ABAC USA authorized service partner to perform the necessary repairs. If the compressor is inaccessible for whatever reason including due to limitations of access to the site or installation peculiarities the end user should be informed by the ABAC USA authorized service partner that the costs related to these aspects to the scope of work are not reimbursable under any circumstances.

A full warranty check list form (appendix A) is included at the end of this manual which can be submitted to the ABAC USA technical support department via the warrant process.

WARRANTY CHECKLIST FORM

WARRANTY CHECKLIST FOR ALL ABAC FOR NON SERVICE SOLD UNITS

ABAC Model _____ Date Ordered _____

Date of Start-up _____ Purchase Order No. _____

ABAC Serial Number. _____

Motor Manufacturer _____

H.P. _____ Voltage _____ Phase _____ Hertz _____

F.L.A. _____ Service Factor _____ Cat. No. _____ S/N _____

Nature of Problem:

Mechanical

Electrical

Supplied static voltage

Voltage under start up

Cable gauge and length installed

Location (Address): _____

Exact Location: Building No. _____ **Room No.** _____

Job Site Contact _____ **Phone No.** _____

Section 6- Long Term Storage

A compressor unit should not be stored for more than (approximately) six (6) weeks without proper preservation intervention. This time frame may vary according to geographical or facility location of the unit. In very damp, humid climates a compressor may need to be processed for long term storage in as little as one (1) to two (2) weeks. In very dry climates a compressor could be stored without processing for as long as ten (10) to (12) weeks. If in doubt please consult the ABAC USA service department

The following instructions describe how to process a compressor for long storage, including the start-up process where long storage has been a feature of the unit

Reciprocating Compressors

Processing a reciprocating compressor for long term storage

- Step 1 Fill the crankcase with a good quality non-detergent (compressor) fluid
- Step 2 Remove suction and discharge valve cover plates (where applicable) and spray preservative fluid over valves and unloader parts
- Step 3 Remove air filter and tape openings shut with moisture resistant tape or plug with plastic pipe plugs
- Step 4 Cover entire unit with plastic covering to keep out moisture and to keep dust and dirt off the unit

Start-up Procedures for Reciprocating Units Processed for Long Term Storage

- Step 1 Remove plastic covering from the unit
- Step 2 Remove tape or plugs from the intake and discharge openings, remove belts and rotate the compressor pump and electric drive motor a minimum of 5 times, replace belts (subject to step 3 below)
- Step 3 Replace air intake filter and check drive belts for dry rot / cracking and replace as needed
- Step 4 Drain preservative fluids from the crankcase
- Step 5 Fill the crankcase with the proper grade viscosity fluid
- Step 6 Run the compressor ten (10) to fifteen (15) minutes so that any preservative fluid remaining in the compressor may be exhausted
- Step 7 Replace compressor fluid after 100 running hours or after thirty (30) days, whichever is sooner

Section 6- Long Term Storage

Proper Storage of Units

Storage requirements for motors that will not be placed in service for at least six months from date of shipment. Improper motor storage will result in seriously reduced reliability and failure. An electric motor that does not experience regular usage while being exposed to normally humid atmospheric conditions is likely to develop rust in the bearings or rust particles from surrounding surfaces may contaminate the bearings. The electrical insulation may absorb an excessive amount of moisture leading to the motor winding failure.

Minimum resistance of motor winding insulation is 5 Meg-Ohms or the calculated minimum, whichever is greater. Minimum resistance is calculated as follows:

$R_m = kV + 1$ - Where: (R_m is minimum resistance to ground in Meg - Ohms and kV is rated nameplate voltage defined as Kilovolts) Example: For a 480VAC rated motor $R_m = 1.48$ meg - ohms (use $5 M^{\wedge}$) For a 4160VAC rated motor $R_m = 5.16$ meg – ohms

Preparation for Storage

1. Store in a clean, dry, protected warehouse where controls is maintained as follows:
 - a. Shock or vibration must not exceed 2 mils maximum at 60 hertz, to prevent the bearings from brinelling. If shock or vibration exceeds this limit vibration isolation pads must be used.
 - b. Storage temperatures of 10°C (50°F) to 49°C (120°F) must be maintained.
 - c. Relative humidity must not exceed 60%.
 - d. Motor space heaters (when present) are to be connected and energized whenever there is a possibility that the storage ambient conditions will reach the dew point. Space heaters are optional.
2. Measure and record the resistance decreases below the minimum resistance, contact ABAC USA
3. Where motors are mounted to machinery, the mounting must be such that the drains and breathers are fully operable and are at the lowest point of the motor. Vertical motors must be stored in the vertical position. Storage environment must be maintained as stated in step 1.
4. Motors with anti-friction bearings are to be greased at the time of going into extended storage with periodic service as follows:
 - a. Motors marked "Do Not Lubricate" on the nameplate do not need to be greased before or during storage.
 - b. Ball and roller bearing (anti-friction) motor shafts are to be rotated manually every three (3) months and greased every 6 months in accordance with the Maintenance section of this manual.
 - c. Sleeve bearing (oil lube) motors are drained of oil prior to shipment. The oil reservoirs must be refilled to the indicated level with the specified lubricant (see Maintenance). The shaft should be rotated monthly by hand at least 10 to 15 revolutions to distribute oil to the bearing surface
5. All breather drains to be fully operable while in storage (drain plugs removed). The motors must be stored so that the drain is the lowest point. All breathers and automatic "T" drains must be operable to allow breathing and draining at points other than through the bearings around the shaft. Vertical motors should be stored in a safe stable vertical position.
6. Coat all external machined surfaces with a rust preventing material. An acceptable product for this purpose is Exxon Rust Ban #392.

Non-Regreaseable Motors

Non-regreasable motors with "Do Not Lubricate" on the nameplate should have the motor shaft rotated 15 times to redistribute the grease within the bearing every three (3) months or more often.

All Other Motor Types

Before storage, the following procedure must be performed.

1. Remove the grease drain plug, if supplied, (opposite the grease fitting) on the bottom of each bracket prior to lubricating the motor.
2. The motor with regreaseable bearing must be greased as instructed in Section 3 of this manual
3. Replace the grease drain plug after greasing.
4. The motor shaft must be rotated a minimum of 15 times after greasing.
5. Motor Shafts are to be rotated at least 15 revolutions manually every three (3) months and additional grease added every nine (9) months to each bearing.
6. Bearings are to be greased at the time of removal from storage

Processing a Rotary Screw Air-end for Long Term Storage

- Step 1. Plug sump opening (if applicable).
- Step 2. Fill fluid pump with preservative fluid and plug fluid pump inlet and discharge ports.
- Step 3. Install discharge cover plate with gasket and fill compressor chamber full of preservative fluid.
- Step 4. Install intake cover plate with gasket and cover complete compressor with plastic.
- Step 5. Rotate the rotors 2 full turns, twice a month.
- Step 6. Store the air-end in a shipping crate suitable for long term storage.

Start-up Procedures for Rotary Screw Air-ends Processed for Long Term

- Step 1. Change all filter elements.
- Step 2. Clean separator tank, scavenge line and orifice.
- Step 3. Completely purge fluid system on unit.
- Step 4. Drain preservative fluid from the air-end.
- Step 5. Remove plug in sump opening, discharge cover plate & gasket, and suction cover plate & gasket.
- Step 6. Install air-end on unit and check for proper coupling alignment (reference appropriate instruction manual).
- Step 7. Fill compressor chamber with fluid to be used in compressor unit.
- Step 8. Install inlet valve assembly and test run unit.

Processing a Rotary Screw Unit for Long Term Storage

- Step 1. Remove air filter and/or ducting.
- Step 2. Close axial air inlet with fluid resistant tape.
- Step 3. Rotate compressor rotors two full turns twice a month. (Disconnecting the coupling or belts will make this step easier.)

Start-up Procedures for Rotary Screw Unit Processed for Long Term Storage

- Step 1. Remove fluid resistant tape from inlet.
- Step 2. Reinstall air filter and/or ducting.
- Step 3. Change fluid and fluid filter
- Step 4. Check coupling alignment on units that are not direct coupled.

Section 7A- Warranty Statements General Provisions

GENERAL PROVISIONS

ABAC USA (The Seller) warrants to each retail purchaser (Purchaser) products of the Seller's own manufacture against defects in material and workmanship. With respect to products not manufactured by the Seller, the Seller will, if practical, pass along the warranty of the original manufacturer.

The Seller's sole obligation under this warranty shall be, at its 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.

GENUINE PARTS AND FLUIDS

The compressor must be maintained with genuine ABAC USA manufacturers original equipment parts and operating fluids. Parts and fluids must be replaced or changed in accordance with the manufacturers stipulated service periods and repair procedures in order to keep the compressor at its optimum performance and within the operating

The customer and/or ABAC USA authorized service partner must keep copies of all maintenance records and parts (including genuine lubricants) purchased and pertinent to the service intervals and history of the specific compressor. The following records will be required for warranty air-end replacement and/or warranty claim consideration and should be submitted to the ABAC USA technical

Disclaimer

In no event shall Seller be liable for any claims, whether arising from breach of contract or warranty or 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.

Section 7A- Warranty Statements (Reciprocating Products)

WARRANTY

ABAC USA Reciprocating Products

(Operating within ABAC USA pressure / flow capabilities and stipulated ambient conditions)

Single Stage Lubricated & Oil Free Basic Compressors

Seller warrants for twelve (12) months from date of factory shipment the following specific parts: compressor piston pump (head, cylinder, crankcase, crankshaft, pistons, connecting rod assemblies, bearings), drive motors, compressor control system.

Direct drive hand carry machines and machines with receivers equal to or less than 24 gallon are warranted for parts

Not warranted – consumable parts to include but not limited to belts, intake filters, oil filters, oil, gaskets etc.

Replacement Parts

Seller warrants repaired or replaced parts of its own manufacture against defects in material and workmanship under normal use and service for ninety (90) days, or for the remainder of the warranty on the product being repaired, whichever is longer

Parts purchased outside the compressor's warranty period are warranted for ninety (90) days from the date of distributor sale, or twelve (12) months from the date of shipment from the factory, whichever occurs first.

Normal maintenance items and procedures are not warranted unless found to be defective in material or workmanship, i.e. consumable parts to include but not limited to belts, intake filters, oil filters, oil, gaskets etc.

Limitations

The above warranties shall not apply, and Seller shall not be responsible nor liable for

- (a) Consequential, indirect, collateral or special losses or damages.
- (b) Equipment conditions caused by fair wear and tear, abnormal conditions, accident, neglect or misuse of equipment, improper storage or damages resulting during shipment.
- (c) Deviation from operating instructions, specifications, or other terms of sales.
- (d) Labor charges, loss or damage resulting from improper operation, maintenance or repairs made by person(s) other than Seller or Seller's authorized service partners
- (e) Improper application or installation of product.

Disclaimer

In no event shall Seller be liable for any claims, whether arising from breach of contract or warranty or 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.

Two Stage Lubricated Reciprocating Compressors

Seller warrants for twenty-four (24) months from date of factory shipment the following specific parts: compressor piston pump (head, cylinder, crankcase, crankshaft, pistons, connecting rod assemblies, bearings), drive motors, compressor control system.

Not warranted – consumable parts to include but not limited to belts, intake filters, oil filters, oil, gaskets etc.

Replacement Parts

Seller warrants repaired or replaced parts of its own manufacture against defects in material and workmanship under normal use and service for ninety (90) days, or for the remainder of the warranty on the product being repaired, whichever is longer

Parts purchased outside the compressor's warranty period are warranted for ninety (90) days from the date of distributor sale, or twelve (12) months from the date of shipment from the factory, whichever occurs first.

Normal maintenance items and procedures are not warranted unless found to be defective in material or workmanship, i.e. consumable parts to include but not limited to belts, intake filters, oil filters, oil, gaskets etc.

Limitations

The above warranties shall not apply, and Seller shall not be responsible nor liable for

- (a) Consequential, indirect, collateral or special losses or damages.
- (b) Equipment conditions caused by fair wear and tear, abnormal conditions, accident, neglect or misuse of equipment, improper storage or damages resulting during shipment.
- (c) Deviation from operating instructions, specifications, or other terms of sales.
- (d) Labor charges, loss or damage resulting from improper operation, maintenance or repairs made by person(s) other than Seller or Seller's authorized service partners
- (e) Improper application or installation of product.

Disclaimer

In no event shall Seller be liable for any claims, whether arising from breach of contract or warranty or 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.

Section 7B- Warranty Statements (Rotary Screw Products)

Warranty

ABAC USA Rotary Compressors

(Operating within ABAC USA pressure / flow capabilities and stipulated ambient conditions)

Standard Warranty

ABAC USA Compressor (Seller) warrants products of its own manufacture against defects in workmanship and materials under normal use and service, as follows:

Packaged Compressors

Twelve (12) months from date of start-up or eighteen (18) months from date of shipment from the factory, whichever occurs first

Packaged Refrigerated Dryers

Twelve (12) months from date of start-up or eighteen (18) months from date of shipment from the factory, whichever occurs first.

3-Year Extended Warranty General Provisions

ABAC USA (Seller) will at its discretion extend its rotary screw compressor warranty to all major components, limited as below and subject to products of its own manufacture against defects in workmanship and materials under normal use, service and installation requirements as per ***the ABAC USA Authorized Service Partner Start-Up Program***. The program allows the end user / customer to obtain three (3) year warranty return for opting for an ABAC USA Authorized Partner start up and commissioning in exchange for a fixed fee. Details of the program and current rates of start-ups follow within this manual

Refrigerated Dryers

Three years, (36) months from end user installation and commissioning date (not to exceed 42 months from the date of shipment),

Air-end on Packaged Compressors

Three years, (36) months from installation and commissioning date (not to exceed 42 months from the date of shipment)

Air/fluid Reservoir Tanks

Three years (36) months from the date of start-up (not to exceed 42 months from the date of shipment). In the event of a reservoir tank failure, the parts and labor coverage is limited to the reservoir tank itself and does not cover the separator element(s) or loss of fluid.

Heat Exchangers

Three years (36) months from the date of start-up (not to exceed 42 months from the date of shipment)

In the event of a heat exchanger failure, the parts and labor coverage is limited to the heat exchanger itself and does not cover the loss of fluid.

Drive Motor

Three years (36) months from the date of start-up (not to exceed 42 months from the date of shipment)

All other components excluded

Disclaimer

In no event shall Seller be liable for any claims, whether arising from breach of contract or warranty or 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.

ABAC USA AUTHORIZED SERVICE PARTNER START-UP

The ABAC USA Extended Warranty and Start-Up program allows the end user to opt for a three (3) year major component warranty for all rotary machines should an ABAC USA Authorized Service Partner commission the compressor and perform the first start up. This service incurs a one-time fee payable to the ABAC USA Authorized Service Partner directly by the end user. Current rates that apply are on Page 23, Appendix 'C'

The ABAC USA Authorized Service Partner performing the start-up is required to submit a start-up report to the ABAC USA Technical Support department upon installation of ABAC compressor / rotary screw products. The start-up report must be submitted to ABAC USA online via the technical support department and via technicalsupport@pistonotechnologycenter.com.

Start-up sheets are supplied with all rotary screw products

With respect to products not manufactured by Seller, Seller will, if practical, pass along the warranty of the original manufacturer. Notice of the alleged defect must be given to Seller in writing with all identifying details including serial number, model number, and type of equipment and date of purchase, within thirty (30) days of the discovery of same during the warranty period. Seller's sole obligation on this warranty shall be, at its option, to repair, replace or refund the purchase price of any product or part thereof which proves to be defective.

If requested by Seller, such product or part thereof must be returned to Seller per the freight routing instructions on an RMA for inspection, within thirty (30) days of the issue of an RMA or warranty claim will be denied. Seller warrants factory repaired or replaced parts of its own manufacture against defects in material and workmanship under normal use and service for ninety (90) days or for the remainder of the warranty on the product being repaired, whichever is longer.

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

- a) Consequential, indirect, collateral, or special losses or damages
- 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) Deviation from operating instructions, specifications, or other special terms of sales
- d) Labor charges, loss or damage resulting from improper operation, maintenance or repairs made by person(s) other than Seller or Seller's authorized service partner
- e) Improper application or installation of product. Product must adhere to installation and operating conditions outlined in the Instruction Manual. Operating outside of these conditions will void any and all warranties.
- f) Maintenance items including but not limited to filters, separators, belts, loose bolts and fittings, pressure adjustments, etc
- g) Modifications to the product not authorized by ABAC USA.

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. Any other warranties, expressed or implied, including any warranties of merchantability or fitness for a particular use are hereby excluded

Section 7C- Warranty Statements (Air Treatment Products)

Warranty

ABAC USA COOL Refrigerant Dryers

(Operating within ABAC USA pressure / flow capabilities and stipulated ambient conditions)

Standard Warranty

Seller warrants products of its own against defects in workmanship and materials under normal use and service, as follows

Stand Alone, Free Standing Packaged Air Dryer

Twelve (12) months from date of shipment from the factory. The warranty covers all parts and labor on the dryer package.

Parts

Ninety (90) days from date of Distributor sale or twelve (12) months from date of factory shipment, whichever occurs first. No labor, travel time or mileage will be covered for parts.

This warranty shall not apply and Seller shall not be responsible nor liable for

- a) Consequential, collateral or special losses or damages
- 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) Deviation from operating instructions, specifications, or other special terms of sales
- d) Labor charges, loss or damage resulting from improper operation, maintenance or repairs made by person(s) other than Seller or Seller's authorized service partner
- e) Improper application or installation of product. Product must adhere to installation and operating conditions outlined in the Instruction Manual. Operating outside these conditions will void any and all warranties
- f) Maintenance items including but not limited to filters, separators, belts, loose bolts and fittings, pressure adjustments, etc
- g) Modifications to the product not authorized by ABAC USA

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.

Section 7C- Warranty Statements (Air Treatment Products)

Warranty

ABAC USA Air Treatment Products

Compressed Air Filtration

Seller warrants products of its own against defects in workmanship and materials under normal use and service, as follows

Packaged Air Filter

Twelve (12) months from date of shipment from the factory. The package warranty covers all parts and labor on the filter

Filter Housing

Twelve (12) months from the date of shipment from the factory on aluminum housings

Parts

Ninety (90) days from date of ABAC USA Partner sale or twelve (12) months from date of factory shipment, whichever occurs first. No labor, travel time or mileage will be covered for parts.

Notice of the alleged defect must be given to Seller in writing with all identifying details including serial number, model number, type of equipment and date of purchase, within thirty (30) days of the discovery of same during the warranty period.

Seller's sole obligation on this warranty shall be, at its option, to repair, replace or refund the purchase price of any product or part thereof which proves to be defective.

If requested by Seller, such product or part thereof must be promptly returned to Seller per the freight routing instructions on an RMA for inspection, within thirty (30) days of the issue on an RMA or warranty claim will be denied.

Seller warrants factory repaired or replaced parts of its own manufacture against defects in material and workmanship under normal use and service for ninety (90) days or for the remainder of the warranty on the product being repaired, whichever is longer.

This warranty shall not apply, and Seller shall not be responsible nor liable for

- a) Consequential, collateral or special losses or damages
- 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) Deviation from operating instructions, specifications, or other special terms of sales
- d) Labor charges, loss or damage resulting from improper operation, maintenance or repairs made by person(s) other than Seller or Seller's authorized service partner
- e) Improper application or installation of product. Product must adhere to installation and operating conditions outlined in the Instruction Manual. Operating outside these conditions will void any and all warranties
- f) Maintenance items including but not limited to filters, separators, belts, loose bolts and fittings, pressure adjustments, etc
- g) Modifications to the product not authorized by ABAC USA

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. Any other warranties, expressed or implied, including any warranties of merchantability or fitness for a particular use are hereby excluded.

Appendix A- ABAC Warranty Check List Form

WARRANTY CHECKLIST FOR ALL ABAC FOR NOR SERVICE SOLD UNITS

ABAC Model _____ Date Ordered _____

Date of Start-up _____ Purchase Order No. _____

ABAC Serial No. _____

Motor Manufacturer _____

H.P. _____ Voltage _____ Phase _____ Hertz _____

F.L.A. _____ Service Factor _____ Cat. No. _____ S/N _____

Nature of Problem:

Mechanical

Electrical

Supplied static voltage

Voltage under start up

Cable gauge and length installed

Location (Address): _____

Exact Location: Building No. _____ Room No. _____

Job Site Contact Phone No. _____

Other Comments / Observations

Appendix B – Labor and Mileage Rates

Labor

The current (11.01.2022) applicable hourly labor rate of **\$97.50**. The labor payment is for straight time only, of one (1) service technician, for the customary amount of hours according to the product service / repair intervention except where overtime has been expressly requested and approved by ABAC USA. ABAC USA will provide the ABAC authorized Service Partner a 90-day warranty on labor for replacement parts. Rates will be reviewed annually by the Parties and may be adjusted if economic circumstances require it. The ABAC Authorized Service Partner will be recompensed via the ABAC USA automated supplier payment process and in accordance with the ABAC USA service submittal program within 60 days of an ABAC USA approved warranty claim

Travel:

The trip rate as determined by the parties for each trip to perform the Services shall be \$97.50 PLUS \$0.59 per mile traveled round trip. No single route mileage rate charge will be permitted above 100 miles and no single journey hourly rate may exceed two (2) hours and thirty (30) minutes. If a second trip is required to complete a warranty repair, ABAC USA will only pay the mileage charge for the second trip. No further charges for subsequent trips will be permitted.

Rates will be reviewed annually and may be adjusted prior to annual reviews should circumstances such as a significant increase in the cost of fuel occur.

Parts

Parts for warranty work will be free issued. Non-Warranty work parts may be purchased from ABAC USA at the maximum ABAC USA Authorized Service Partner discount applicable on the date of purchase

Non-Warranty Work

ABAC USA may request the ABAC USA Authorized Service Partner to conduct non warranty work on an ad-hoc or stipulated time interval basis. The ABAC USA Authorized Service Partner will give due consideration to these requests and prioritize in agreement with ABAC USA and the end user's business needs and requirements. The labor and mileage rates for warranty work will apply.

Training

Training on warranty repairs will be provided by Company as needed for all existing and new product

Appendix C – Extended Warranty Start-Up Rates

ABAC USA AB Rotary Compressors – Base Mounted

5 HP to 10 HP.....	\$300.00
10S HP to 20HP.....	\$375.00
20S HP to 30 HP.....	\$450.00

ABAC USA AB Rotary Compressors – Tank Mounted

3HP DD.....	\$275.00
5 HP to 10 HP.....	\$300.00
10S HP to 20HP.....	\$375.00
20S HP to 30 HP.....	\$450.00

ABAC USA AB Rotary Compressors – Base Mounted with Dryer

20S HP to 30 HP.....	\$550.00
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ABAC USA AB Rotary Compressors – Base Mounted with Dryer

5 HP to 10 HP.....	\$425.000
10S HP to 20HP.....	\$475.000
20S HP to 30 HP.....	\$625.00

Phone: +1 866 869 3114

E-mail: customerservice@pistontechnologycenter.com

Website: abacaircompressors.com

