



# Compressor Controller Returns & Warranty Information



Compressor Controller Model **CCR100**  
for reciprocating Single air compressors



Compressor Controller Model **CCR200**  
for reciprocating Duplex air compressors

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Product Serial Number: \_\_\_\_\_

Product Label Number: \_\_\_\_\_

# Returns Policy

The efficiency of your air compressor and your complete satisfaction are most important to our team at SAM Controllers.

We accept returns on most items up to 30 days after your order is delivered unless noted in our return exceptions below. To make a return, please submit a ticket through our Ticket System at: <https://samcontrollers.com/support>

our Guest Services team at

Phone: 919-973-6247

Email: [power@samcontrollers.com](mailto:power@samcontrollers.com)

We will send you a Return Material Authorization (RMA) number and additional tips.

## Return Shipping Process:

**Standard Returns:** If you have questions not answered below, don't hesitate to ask for help. We look forward to communicating with our guests.

Keep all your packaging and any manuals included until you are sure you love your purchase. If you're not satisfied, just send us the properly packaged item and your RMA number. We keep track of receipts and paperwork for you.

We accept items shipped using one of the following carriers:

- UPS
- FedEx
- USPS

**Exceptions** If you have a question, send us a photo or video of any incorrect items you receive, and we will do our best to solve the problem. Please use the TechTalk community forums at:

<https://techtalk.samcontrollers.com/c/air-compressor-controls>

Or our support ticket system at: <https://samcontrollers.com/support>

If your return fits any of the following criteria please contact our Guest Services team and they will guide you through the returns process.

**Custom-Built Systems** Products that are specially designed to meet your specific need may not subject to the same return policy. A 25% cancellation fee may apply to custom or special orders.

**Damaged or Missing Items** Please report damaged or missing items within 15 days of your order delivery.

**Defective Merchandise** Some items must be handled according to the original manufacturer's abiding warranty policies. If manufacturer warranty information is not included with your product, please contact us and we will be glad to assist you. Plan to ship a defective product to the manufacturer.

**Clearance Items** Items specifically marked as clearance are nonrefundable. This does not include sale items, just items listed as clearance.

**How We Can Help in Complicated Situations** If you change your mind and want to cancel your order, we will gladly cancel your order free of charge if you contact us prior to the order being fulfilled.

If you receive an incorrect order or one that doesn't suit you, don't stress—we will take care of it. Our goal is to ship your product the same day you place an order. If a product has been packaged for shipment, we will not be able to cancel it but will happily help you return it.

If an item is damaged in the return shipping process, we cannot provide a refund, but we will work with you and the carrier to fix the problem.

If an item has been tampered with in any way, including opening the unit, adjusting the sensors, removing or damaging parts, wires, or components, a refund will not be provided.

If an order is returned to us marked as undeliverable, we will contact you for a valid address. Please contact Guest Services for any package refused at the time of delivery.

## Limited Warranty

THIS LIMITED WARRANTY CONTAINS IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. WHAT THIS LIMITED WARRANTY COVERS; PERIOD OF COVERAGE SAM Controllers, Compressor Controller, Umbrella Technologies, Inc., its partners, employees, contractors and associates are hereby referred to as (“SAM”), 1911 NC HWY 902 West, Pittsboro NC USA, warrants to the owner of the enclosed Compressor Controller Model CCR100 and/or CCR200 contained in this box (“Product”) will be free from defects in materials and workmanship for a period of one year.

Notwithstanding the foregoing, the Warranty Period for a factory refurbished Product is one (1) year, even if installed by the SAM Controller Factory. If the Product fails to conform to this Limited Warranty during the Warranty Period, SAM will, at its sole discretion, either (a) repair or replace any defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at SAM’ sole discretion. If the Product or a component incorporated within it is no longer available, SAM may, at SAM’ sole discretion, replace the Product with a similar product of similar function. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or replacement Product, or (b) the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

### 1. TOTAL SATISFACTION RETURN POLICY

If you are the original purchaser of the Product and you are not satisfied with this Product for any reason, you may return it in its original condition within thirty (30) days of the original purchase and receive a full refund.

## 2. **WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY**

Before making a claim under this Limited Warranty, the owner of the Product must (a) visit <https://samcontrollers.com/support/> and submit a ticket during the Warranty Period to provide notice of your warranty claim and describe the alleged failure, and (b) comply with SAM' (or its authorized distributor's) return shipping instructions. SAM will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product (defined below). SAM will bear all costs of return shipping to the owner and the owner will bear all shipping costs to ship any products to SAM.

## 3. **WHAT THIS LIMITED WARRANTY DOES NOT COVER**

This Limited Warranty does not cover the following (collectively "Ineligible Products"): (i) Products marked as "sample" or "Not for Sale", or sold "AS IS"; (ii) Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with any User's Guide, Placement Guidelines, or other instructions provided by SAM; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane; or (iii) any non-SAM branded hardware products, even if packaged or sold with SAM hardware. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). SAM recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty.

#### 4. **DISCLAIMER OF WARRANTIES**

EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAM DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAM ALSO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY.

#### 5. **LIMITATION OF DAMAGES**

IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, IN NO EVENT WILL SAM BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT, AND SAM' TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE AMOUNT ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PURCHASER.

#### 6. **LIMITATION OF LIABILITY**

THE SAM ONLINE SERVICES (“SERVICES”) PROVIDE YOU INFORMATION (“PRODUCT INFORMATION”) REGARDING YOUR SAM PRODUCTS OR OTHER PERIPHERALS CONNECTED TO YOUR PRODUCTS (“PRODUCT PERIPHERALS”). THE TYPE OF PRODUCT PERIPHERALS THAT MAY BE CONNECTED TO YOUR PRODUCT MAY CHANGE FROM TIME TO TIME. WITHOUT LIMITING THE GENERALITY OF THE DISCLAIMERS ABOVE, ALL PRODUCT INFORMATION IS PROVIDED FOR YOUR CONVENIENCE, “AS IS”, AND “AS AVAILABLE”. SAM DOES NOT REPRESENT, WARRANT, OR GUARANTEE THAT PRODUCT INFORMATION WILL BE AVAILABLE, ACCURATE, OR RELIABLE OR THAT PRODUCT INFORMATION OR USE OF THE SERVICES OR PRODUCT WILL PROVIDE SAFETY. YOU USE ALL

PRODUCT INFORMATION, THE SERVICES, AND THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND SAM DISCLAIMS) ANY AND ALL LOSS, LIABILITY, OR DAMAGES, INCLUDING TO YOUR WIRING, FIXTURES, ELECTRICITY, PROPERTY, PRODUCT, PRODUCT PERIPHERALS, COMPUTER, MOBILE DEVICE, AND ALL OTHER ITEMS AND PETS AND PROPERTY, RESULTING FROM YOUR USE OF THE PRODUCT INFORMATION, SERVICES, OR PRODUCT. PRODUCT INFORMATION PROVIDED BY THE SERVICES IS NOT INTENDED AS A SUBSTITUTE FOR DIRECT MEANS OF OBTAINING THE INFORMATION. FOR EXAMPLE, A NOTIFICATION PROVIDED THROUGH THE SERVICE IS NOT INTENDED AS A SUBSTITUTE FOR AUDIBLE AND VISIBLE INDICATIONS WITH A THIRD PARTY MONITORING SERVICE THAT MONITORS ALARM STATE.

### 7. **YOUR RIGHTS AND THIS LIMITED WARRANTY**

This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province, or jurisdiction. Likewise, some of the limitations in this Limited Warranty may not apply in certain states, provinces or jurisdictions. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service.

## Contact Information:

SAM Controllers

Phone: 919-973-6247

Email: [power@samcontrollers.com](mailto:power@samcontrollers.com)

Web: <https://samcontrollers.com>

For product support: Please use our Ticket System at:

<https://samcontrollers.com/support>