

## **WARRANTY DIRECTIVES FOR RENNER GmbH - KOMPRESSOREN**

When buying a Renner compressor, the customer can be assured they have chosen a high-class quality product. A modern quality control system covers development, material suppliers, assembling and final inspection and, therefore assures a constant high quality build standard. Renner reinforces their commitment to the quality of the product by offering a 2-year manufacturers warranty cover from the date of delivery.

In the unlikely event of a manufacturing defect due to defective material or workmanship and for Renner to fairly adjudicate a warranty claim the following directives must be met:

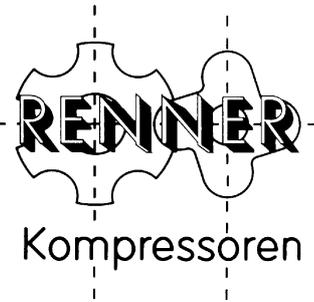
- The operating instructions for the respective product as well as the safety and servicing instructions must be complied with.
- All replacement parts, including serviceable, items must be purchased, from Renner GmbH, or their authorised reseller.
- Service and maintenance records must be maintained and made available to support all warranty claims.
- Only a qualified or authorised engineer should carry out service, maintenance or warranty repair work.
- Any failure due to lack of service or maintenance as recommended by the manufacturer in the operating instruction manual will not be accepted as a warrantable defect.
- Any failure caused by non-accordance to the above directives, the operation of the product outside of the manufacturers recommended parameters, and the use of non-approved oil will invalidate the warranty coverage.
- Serviceable parts are not covered in the warranty agreement. Moreover we will not accept a warranty claim where the cause of failure is due to chemical contamination, corrosion or erosion on site.

The authorised Renner agent must at all time and where practical maintain an adequate level of mechanical and electrical components to ensure a prompt reaction time to a warranty breakdown situation.

### **RENNER warranty claim directives:**

#### **Warranty claims can only be fairly adjudicated if:**

- The warranty claim has been received within 4 weeks of the completion of the repair.
- A detailed service report and a copy of the service records are received with the warranty claim.
- The service report has been signed by the customer.
- The defective components have been returned to Renner GmbH Kompressoren.  
(Complete and in unaltered form)



Any claim received, which does not meet the above criteria, will not be accepted as a valid warranty claim.

Before execution of the warranty repair, approval must be obtained from RENNER GmbH Kompressoren. This may be done by telephone, especially in the case of long distances such as 50 km or over, the above mentioned directives must be adhered to.

Mileage from the dealer's premises to the location of the compressor and, including the return journey, is to a maximum of 200 km/120 miles - plus the corresponding travelling time - per warranty claim.

The defective dismantled part(s) must be retained by the repair agent and made available to RENNER GmbH Kompressoren in unaltered form until the completion of the claim.

Warranty claims will not be accepted where the claimed faulty component has been dismantled or is incomplete or damaged.

RENNER would arrange for the collection of larger defective components e.g. compressor air end, electric motor, radiator or the complete compressor. In such cases we would only ask for notification, as to when the defective components would be ready for collection.

Should a customer return the goods to Renner without prior agreement, we would not reimburse the freight cost.

Small parts, which can be returned by post or with Renner' consent by a small parcel delivery service, should be sent carriage prepaid, although if we receive a legitimate complaint, we will gladly refund these charges.

RENNER will supply the replacement parts free of charge, and will also pay the delivery cost to the address of the authorised dealer or his commercial partner. If the returned faulty parts are found not to be defective the replacement parts and the delivery costs will be charged supplementary to the company who forwarded the warranty claim.

**Warranty reimbursement costs** will only be refunded according to the hourly charge rate authorised by RENNER. Also, the cost of materials will not normally be refunded and there will be a free of charge delivery of the necessary spare parts.

Gueglingen, July 2007 Ha