

Sharpe Warranty Policy and Process

PRODUCT WARRANTY MATRIX

PRODUCT	WARRANTY PERIOD (from date of sale from Sharpe Channel Member to original purchaser)
Razor™	3 years
Titanium	3 years
Cobalt™	2 years
Finex™ by Sharpe	1 year
General Sharpe Product (guns, pots, cups, filters)	2 years
Infratech™ by Sharpe	1 year
Dryaire™ Membrane and Desiccant Systems	1 year
Dryaire™ Refrigerated Air Dryers	varies by component

50% Rule:

All Sharpe warranties cover defects in materials and/or workmanship. Repairs are not to exceed 50% of the net value. Warranty begins at date of sale to end-user.

For warranty claims relative to replacement of defective parts (no labor requested)

- Per the Sharpe Standard Warranty policy, Sharpe will, for a period outlined in the above product warranty matrix, issue credit, repair or replace any part of the equipment determined by Sharpe to be defective (see page 18 for full warranty or www.sharpe1.com).
- Sharpe reviews all claims submitted for approval in accordance with the Sharpe Warranty Policy.
- Generally, defective parts are not required to be returned. However in specific cases, Sharpe reserves the right to ask for the parts to be returned within 30 days for further examination.
- If in the event a credit has been extended for a warranty claim on parts that are deemed not to be defective, Sharpe will reverse the credit.

Steps for filing a warranty claim:

- Order replacements for defective parts.
- Complete a Warranty Claim Form available on www.sharpe1.com and fax to Sharpe at 800-831-1919.
- Retain all defective parts for 30 days in the event Sharpe requests a return.
- Sharpe will issue credit to your account after the claim has been received and approved. Maximum allowable credit is limited to 50% of the net price.

Please call Sharpe Customer Service at 800-742-7731 if you have questions about your claim.

Standard Sharpe Warranty

Sharpe warrants all equipment manufactured by Sharpe and bearing its name to be free from defects in material and workmanship on the date of sale by an authorized Sharpe Channel Member to the original purchaser for use. With the exception of any special, extended, or limited warranty published by Sharpe, Sharpe will, for a period of time specified in the following Product Warranty Matrix, issue credit, repair or replace any part of the equipment determined by Sharpe to be defective. This warranty applies only when the equipment is operated and/or installed and maintained in accordance with Sharpe's written recommendations.

This warranty does not cover, and Sharpe shall not be liable for general wear and tear, or any malfunction, damage or wear caused by faulty installation, misapplication, abrasion, corrosion, inadequate or improper maintenance, negligence, accident, tampering, or substitution of non-Sharpe component parts. Nor shall Sharpe be liable for malfunction, damage or wear caused by the incompatibility of Sharpe equipment with structures, accessories, equipment or materials not supplied by Sharpe, or the improper design, manufacture, installation, operation or maintenance of structures, accessories, equipment or materials not supplied by Sharpe.

This warranty is conditioned upon the prepaid return of the equipment claimed to be defective to Sharpe for verification of the claimed defect. If the claimed defect is verified, Sharpe will repair or replace free of charge any defective parts. The equipment will be returned to the original purchaser transportation prepaid. If inspection of the equipment does not disclose any defect in material or workmanship, repairs will be made at a reasonable charge, which charges may include the costs of parts, labor, and transportation.

THIS WARRANTY IS EXCLUSIVE, AND IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR

A PARTICULAR PURPOSE.

Sharpe's sole obligation and buyer's sole remedy for any breach of warranty shall be as set forth above. The buyer agrees that no other remedy (including, but not limited to, incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss) shall be available. Any action for breach of warranty must be brought within one year beyond warranty expiration.

Sharpe makes no warranty, and disclaims all implied warranties of merchantability and fitness for a particular purpose in connection with accessories, equipment, materials or components sold but not manufactured by Sharpe. These items sold, but not manufactured by Sharpe (such as heat lamps, refrigerated dryers, hoses, etc.), are subject to the warranty, if any, of their manufacturer. Sharpe will provide purchaser with reasonable assistance in making any claim for breach of these warranties.

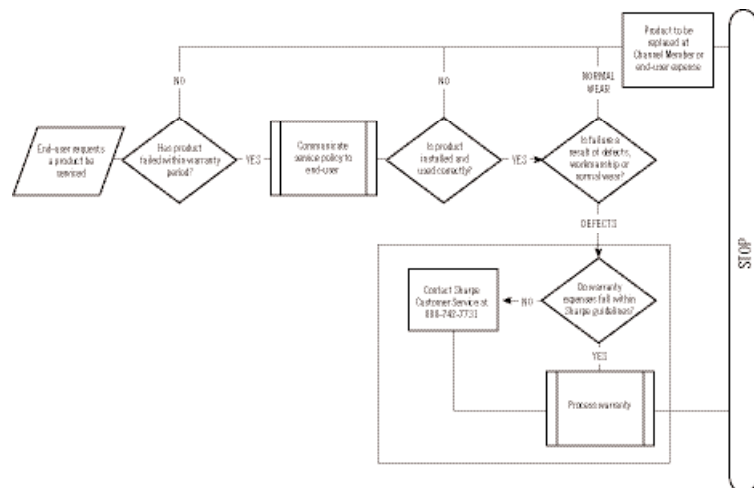
In no event will Sharpe be liable for indirect, incidental, special or consequential damages resulting from Sharpe supplying equipment hereunder, or the furnishing, performance, or use of any products or other goods sold hereto, whether due to a breach of contract, breach of warranty, the negligence of Sharpe, or otherwise.

For Sharpe Canadian Customers

The parties acknowledge that they have required that the present document, as well as all documents, notices and legal proceedings entered into, given or instituted pursuant hereto or relating directly or indirectly hereto, be drawn up in English. Les parties reconnaissent avoir convenu que la rédaction du présent document sera en Anglais, ainsi que tous documents, avis et procédures judiciaires exécutés, donnés ou intentés à la suite de ou en rapport, directement ou indirectement, avec les procédures concernées.

WARRANTY CLAIM SUBMISSION PROCESS

- If there are extenuating circumstances causing the warranty repair to exceed those stated in the Sharpe Sales and Service Guide, contact Sharpe Customer Service for an Authorized Warranty Expense Number (AWE#).
- Send warranty claim (available on www.sharpe1.com) to Sharpe Customer Service.
- Wait for Returned Goods Authorization (RGA) from Sharpe Customer Service to return defective product. Do not return product without documentation.
- If RGA has not arrived within 30 days, product may be scrapped.



SHARPE MANUFACTURING COMPANY
P.O. BOX 1441
MINNEAPOLIS, MN 55440-1441
FAX: 800.831.1919
Phone: 800-742-7731
www.sharpe1.com

1. CLAIM NO.: (Sharpe Provided)
2. CLAIM DATE: _____
3. ACCOUNT NO.: _____

WARRANTY CLAIM FORM

HOW TO FILE A CLAIM:

- FILL OUT AND MAKE COPY OF THIS FORM
- MAIL OR FAX FORM TO ADDRESS/NUMBER LISTED ABOVE

4. COMPANY: _____ 5. END USER: _____
Address: _____ Address: _____
City/State/Zip: _____ City/State/Zip: _____
Phone/FAX: _____ Phone/FAX: _____

6. PART NUMBER OF UNIT SERVICED _____ 7. CUSTOMER PURCHASE DATE _____ 8. REPAIR TICKET NO. _____ 9. AUTHORIZED WARRANTY EXP. (AWE) _____

10. DESCRIPTION OF UNIT SERVICED _____ 11. DATE CODE _____ 12. SERIAL NUMBER _____

13. FAILURE DESCRIPTION: _____

14. SHARPE PARTS USED IN REPAIR			
QUANTITY	PART NO.	NET PRICE	TOTAL AMOUNT

15. REPAIR EXPENSES
Total Parts at Current Net Cost: = \$ _____
Labor Hours: _____
x Rate: _____ = \$ _____
Approved Other Expenses: = \$ _____
TOTAL CLAIM: (sum of above) \$ _____

Note: I certify that the above information is correct. All numbered items must be completed prior to processing this claim.

16. Contact Name: _____ Signature: _____
(Please Print)

**IMPORTANT - CLAIM CANNOT BE PROCESSED UNLESS COMPLETELY FILLED OUT.
THIS IS FOR CREDIT ON PARTS AND LABOR ONLY.**

RETURN TO SHARPE MANUFACTURING CO.

Notes:

Warranty Claim Commonly Asked Questions

Who is eligible to make a Warranty Claim?

Any Sharpe Channel Member may make a Warranty Claim.

How do I obtain a Warranty Claim form?

Visit www.sharpe1.com to download the claim forms or contact Customer Service for a copy.

How do I submit a Warranty Claim form?

Fax or mail form to Sharpe Customer Service.

What if I need help or have questions about making the Warranty Claim?

If you have questions on warranty or the form, contact Sharpe Customer Service at 1-800-742-7731.

Should I call my Regional Account Manager to complete or sign the form?

No. If you need assistance in completing the warranty claim form, call Customer Service.

Where can I find the warranty policy coverage for each product?

The warranty for each product is found on the back of the instruction form/parts list included with the product or included in this manual on page 18 or at www.sharpe1.com. If you have questions concerning coverage period, please call Customer Service.

Should I replace or repair a damaged item?

It is ultimately the Sharpe Channel Member's decision to repair or replace. However, Sharpe's policy is to credit the Channel Member not more than 50% of the net price.

Should I return damaged parts to Sharpe?

Not unless requested by Sharpe Customer Service within 30 days of the claim.

Who do I contact with InfraTech and Dryaire Warranty Issues?

Contact Sharpe Customer Service at 800-742-7731.

What if I don't have replacement parts?

If the Channel Member does not have the necessary parts, they can be ordered from Sharpe by calling Sharpe Customer Service.

How are warranty claims paid?

Credit is issued to the Channel Member's Account at current net pricing.

What should I do with the parts removed in the repair?

Retain all product used in the repair for 30 days after the claim is submitted. If Sharpe does not request return of the product during that time, the product may be discarded.

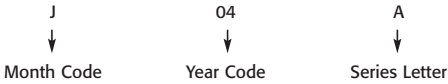
Warranty Claim Commonly Asked Questions (continued)

Why does Sharpe request products be returned?
Analysis of returned products provides continuous improvement to present and future products.

How do I get additional copies of the Warranty Claim Form?
Forms are available via Customer Service or www.sharpe1.com.

How are the Warranty repair parts credited?
Total parts at net cost = unit price less normal discount at current list price.

How is the series code formatted?
The Series Code on the unit identification plate consists of a letter, two numbers and a letter:
Example:



Flat Rate Chart (time in minutes)

Please direct any questions you have regarding Warranty Repair or Service Repair locations to Customer Service or see our website at www.sharpe1.com.

Regulators, Filters and Desiccant Dryers		
	Repair Time	Test Time (in minutes)
Service Air Regulators, all sizes	20	10

Air Spray and HVLP Spray Guns	
Description	Repair Time (in minutes)
Hand Air Spray Guns	30
Hand HVLP Guns	30