

## **WARRANTY, REPLACEMENT & RETURN POLICIES**

**Warranty policy for DEKKER vacuum pumps, systems and/or compressors** (hereafter referred to as the Product)

DEKKER Vacuum Technologies, Inc. (hereafter referred to as DEKKER) warrants that the products hereunder shall be free of defects in material and workmanship and conform to the specifications given in connection with the sale of the product.

DEKKER warranty is from date of shipment, provided the DEKKER Products have been operated exclusively with DEKKER seal fluid (where noted) and have been operated during the full warranty period as per the instructions given in the Installation, Operation, and Maintenance (IOM) Manual. If purchaser elects to use a non-DEKKER seal fluid, which has been approved by DEKKER, product warranty may be reduced (as noted below). If purchaser elects to use a non-DEKKER seal fluid, which has NOT been approved by DEKKER, product warranty may be void.

### **3-Year Warranty**

**Vmax systems:** 3-year warranty with DEKKER Vmaxol seal fluid; 2-year warranty with non-DEKKER seal fluid

**HullVac pumps and systems:** 3-year warranty with DEKKER HullVac seal fluid; 2-year warranty with non-DEKKER seal fluid

### **2-Year Warranty**

**DuraVane pumps, systems and compressors:** 2-year warranty with DEKKER Duratex seal fluid; 18-month warranty with non-DEKKER seal fluid

**TiTan liquid ring vacuum pumps and compressors:** 2-year warranty

**Maxima-C and Maxima-K liquid ring vacuum pumps:** 2-year warranty

**AquaSeal systems:** 2-year warranty

**ChemSeal systems:** 2-year warranty

### **1-Year Warranty**

**Vmax<sup>MTH</sup> systems:** 1-year warranty with DEKKER Vmaxol seal fluid; 6-month warranty with non-DEKKER seal fluid

**All other systems not specified above:** 1-year warranty

**All custom-engineered systems:** 1-year warranty

### **6-Month Warranty**

**Rebuilt pumps and systems:** 6-month warranty

### **Ninety (90) Days**

**Mechanical shaft seals:** Ninety (90) day warranty

**All 3rd party components are subject to Manufacturers' Warranty.**



## **WARRANTY, REPLACEMENT & RETURN POLICIES** (continued from page 1)

The replacement of **maintenance items** including, but not limited to oil, seals, bearings, filters, vanes in rotary vane pumps, etc., made in connection with normal maintenance service are **not covered** under this warranty.

No warranty shall apply to products that have been misused or neglected, which includes operation in excessive ambient temperatures, dirty environments or the pumping of corrosive, erosive or explosive liquids or gasses or for problems caused by a build-up of material on the internal parts of the product.

Under this warranty the purchaser is entitled to the repair or replacement (whichever DEKKER elects) of any part or parts of the product which do not conform to specifications. This warranty shall be void unless said nonconformance is discovered before the expiration of this warranty. For repairs, DEKKER must be notified in writing, a Return Merchandise Authorization (RMA) must be obtained and the nonconforming part(s) need to be returned to DEKKER, transport charges prepaid, within thirty (30) days of discovery. Repairs shall be made at DEKKER's facility without charge, except for return transport charges. Replacement parts provided under the terms of this warranty are warranted for the remainder of the warranty period applicable to the product in which they are installed, as if such parts were original components of that product.

No allowance will be granted for repairs or alterations made by the purchaser without the DEKKER's written consent.

In lieu of the foregoing remedy, DEKKER may (if DEKKER so elects), redesign and/or replace the product or refund the full purchase price thereof.

If purchaser disassembles the product for any reason without the written consent of DEKKER, this warranty shall be void.

### **Limitation of liability for DEKKER vacuum pumps, systems and compressors:**

DEKKER's obligations are limited to repair, redesign, replacement or refund of the purchase price, at DEKKER's option. In no event shall the purchaser be entitled to recover incidental, special or consequential damages arising out of any defect, failure or malfunction of the product.

This warranty and DEKKER's obligation there under is expressly in lieu of all other warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. All warranties which exceed the aforementioned obligations are hereby disclaimed by DEKKER and excluded from this warranty. No other person is authorized to give any other warranty or to assume any other liability on DEKKER's behalf without written authorization.

### **Replacement Policy (Product Failure) for DEKKER vacuum pumps, systems and/or compressors** (hereafter referred to as the Product)

DEKKER Product failures must be reported directly to DEKKER immediately. Product must be returned to DEKKER factory for warranty consideration, unless field service is Pre-Authorized by DEKKER. The product will be evaluated for defects in workmanship and materials. Under no circumstance will product be considered for immediate, no-charge replacement without substantial evidence of material defect or assembly error.

*User error, incorrect supply voltage, or damage incurred as a result of mishandling will not be honored.*



## **WARRANTY, REPLACEMENT & RETURN POLICIES** (continued from page 2)

Product failures will require a purchase order (in the original dollar amount of damaged/failed product) from the distributor or direct customer to release the replacement pump or product. A Return Merchandise Authorization (RMA) number will be generated by a DEKKER After Sales Associate and issued to the distributor or customer to return the original product. The product will undergo a thorough evaluation upon receipt and credit will be issued in full if the failure is determined to be warrantable. If failure is determined not to be warrantable, the purchase order will be charged for the replacement product.

*DEKKER does not cover expedited shipping in any circumstance.*

Motor failures will be determined warrantable based on the evaluation of the motor manufacturer or their authorized representative. Please contact DEKKER for assistance with finding your motor manufacturer's local authorized repair center.

### **Return Policy for DEKKER vacuum pumps, systems and/or compressors, and parts** (hereafter referred to as the Product)

#### **Return for Credit** (product not needed):

Distributor or direct customer will request an RMA number from DEKKER After Sales Associate and return the product pre-paid. Collect freight or parcels will be refused unless prior approval is given by After Sales Associate.

A minimum 25% restock fee applies. If product is damaged by customer, as a result of mishandling or poor packaging for return shipment, this fee may be increased as determined by DEKKER. DEKKER does not accept any returns on special orders or custom items.

#### **Return for Replacement** (incorrect part number received due to DEKKER shipping error):

New purchase order is required to release correct items. DEKKER After Sales Associate will issue RMA for incorrect items. Upon receipt, if product is returned in good condition, the original order will be credited in full.

#### **Return for Replacement** (customer ordered incorrect part):

New purchase order is required to release correct items. DEKKER After Sales Associate will issue RMA for incorrect items. Upon receipt, original order will be credited less minimum 15% restock fee. If product is damaged by customer, as a result of mishandling or poor packaging for return shipment, this fee may be increased as determined by DEKKER.

#### **Return for Replacement** (damaged product received):

Photos should be taken immediately upon discovery of damage to assist in a claim with the shipping company. A new purchase order is required to release replacement items. Once items are received at DEKKER, they will be evaluated for repair/replacement and liability determined with shipping company. It is the discretion of the receiver to refuse any shipment. If you have any questions or concerns, contact a DEKKER After Sales Associate.

