

Vmax™ Vacuum Pump Warranty Overview

The Vmax Series of oil-sealed liquid ring vacuum pump systems comes standard with a 1-year bumper-to-bumper warranty that includes parts, labor, and travel, and an additional year on the motor, pump module, and VSD (if equipped) which includes parts, labor, and travel as well.

An Extended Warranty (parts only) is available if certain conditions are met, which adds an additional 3 years to the motor, pump module, and, if equipped, VSD, plus an additional 4 years to the cooler and discharge separator, overall making it a 5-year warranty.

Standard warranties commence at initial startup. If the startup is performed more than 3 months after shipment, the warranty period will begin at 3 months from shipment. For example, if the warranty period is 12 months, the initial startup is performed 4 months after shipment, the warranty will end 15 months from shipment / 11 months from startup.

5 Year Extended Warranty		
Vacuum Pump Model	Bumper-to-Bumper Standard Warranty (includes parts, labor, and travel)	Extended Warranty (parts only)
Vmax Series	1 year on Vmax system	
	2 years on motor	Additional 3 years on motor
	2 years on pump	Additional 3 years on pump
	2 years on VSD (if equipped)	Additional 3 years on VSD (if equipped)
		Additional 4 years on cooler
		Additional 4 years on discharge separator

Warranty Terms & Conditions

Standard Liquid Ring Vacuum Pumps

Dekker Vacuum warrants to the end user that the mentioned Dekker Vacuum Liquid Ring Vacuum Pump System shall be free of defects in design, material, and workmanship for a period of fifteen (15) months from date of shipment to purchaser, or twelve (12) months from date of initial start-up, whichever occurs first. Additionally, the pump, motor, and variable speed drive (if equipped) are fully covered for a further twelve (12) months. The above offer applies except as set forth in Warranty Scope & Limitations. Failure to meet the Warranty Scope & Limitations invalidates the program.

Original Component Warranty: Factory Installed Motor, Pump, VSD, Cooler, and Discharge Separator

Dekker Vacuum warrants to the end user that the factory installed motor, pump, VSD (if equipped), cooler and discharge separator for the mentioned Dekker vacuum Vmax Series Liquid Ring Vacuum Pump System shall be free of defects in design, material and workmanship for a period of sixty-three (63) months from date of shipment to purchaser, or sixty (60) months from date of initial start-up, whichever occurs first. Provided the customer has met the specified Extended Coverage Terms & Conditions, the above offer applies except as set forth in Warranty Scope & Limitations. Failure to meet the Warranty Scope & Limitations invalidates this program.



Additional Extended Coverage Terms & Conditions

1. The machine's Extended Warranty Registration Form must be submitted within thirty (30) days of start-up.
2. The equipment must be properly installed in accordance with the Dekker Vacuum installation proposal and instruction manuals.
3. Equipment start-up must be performed by a Dekker Vacuum representative or Authorized Dekker Vacuum Distributor.
4. A start-up report, properly completed by an authorized Dekker Vacuum representative, must be submitted to Dekker Vacuum within thirty (30) days of start-up.
5. Only genuine Dekker Vacuum spare parts and lubricants may be used in the equipment.
6. The equipment must be maintained in accordance with the published Dekker Vacuum service schedules for the duration of the extended warranty period.
7. All service must be performed by Dekker Vacuum or an authorized distributor technician.
8. End users or distributors of vacuum pumps must participate in the oil analysis program and submit an oil sample for analysis on a regular basis as outlined in the instruction book. Oil sample frequency is dependent on product type and application. For harsh environments and Food Grade Oil applications, more frequent oil sampling is required. In no situation will the oil sample period be less than 500 hours.
9. All machines must be under a Parts Care service contract as a minimum, either through Dekker Vacuum or an authorized distributor.
10. All claims must be filed in a timely manner; thirty (30) days is considered normal.
11. The service provider must keep records of all spare parts purchases for machines not on contract, as well as scheduled maintenance, and oil analysis. The following records will be required for any claim within the specified Extended Warranty Period:
 - Copy of an Extended Warranty Registration Form
 - Copy of start-up report
 - Copies of all maintenance records and SPM logs for the equipment
 - Proof of purchase of genuine Dekker Vacuum spare parts and lubricants if not on contract
 - Copies of all oil analysis reports.

Warranty Limitations

For Dekker Vacuum equipment eligible for and replaced under the agreed warranty, the new component (replacement part) warranty period is equal to that remaining on the item replaced. As an example, a defective cooler is replaced at 3 years on a Vmax Vacuum System covered under a 5-year warranty. The warranty remaining is 2 years.

For any vacuum pump system in this product range not commissioned by an authorized Dekker Vacuum service provider, the product is sold AS IS and with no representation or warranty whatsoever. Warranty is excluded when the product is misused or neglected, which includes the ingestion of corrosive, erosive, or explosive liquids or gases. In addition, problems caused by customer process failures or upsets and inadequate inlet protection are excluded from the warranty. Warranty coverage assumes normal and proper use and proper storage, installation, and maintenance by the customer. Failure to conform prior to or after shipment of the product to the customer during the specified periods invalidates the warranty.

Dekker Vacuum shall, if given prompt notice by the authorized selling agent, repair or replace, F.O.B. Dekker Vacuum warehouse, the non-conforming product or authorize repair or replacement by the service provider. Replaced products and parts become the property of Dekker Vacuum.

Warranty Scope

The Dekker Vacuum warranty does not extend to products not manufactured by Dekker Vacuum or affiliates. As to such products, the selling agent shall be entitled to proceed only upon the terms of that manufacturer's warranty. The Dekker Vacuum warranty does not apply to defects in material provided by the selling agent to design stipulated by the selling agent. Any services performed by Dekker Vacuum in connection with the sale, installation, servicing or repair of a product are warranted to be performed in a workmanlike manner. If any nonconformity with this warranty appears within thirty (30) days after the services are performed, the exclusive obligation of Dekker Vacuum shall be to re-perform the services in a conforming manner.



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