



## Carlisle Fluid Technologies Standard Warranty

Carlisle Fluid Technologies standard warranty coverage is for a period of ONE YEAR, unless specified otherwise, from the date of sale from an authorized Carlisle Fluid Technologies distributor to the original end-user. Except for any applicable Special, Extended, or Limited warranty published by Carlisle Fluid Technologies for a particular product, Carlisle Fluid Technologies will, for a period of ONE YEAR from the date of the sale, repair or replace any part of the equipment determined by Carlisle Fluid Technologies to be defective.

While guidelines are set out below, the ultimate choice between repair and replacement of a defective product that is subject to this warranty policy is at Carlisle Fluid Technologies' discretion. In general, Carlisle Fluid Technologies' policy is to repair products unless the repair of that item will cost more than 50% of the net price in which case Carlisle Fluid Technologies' policy is to replace the products.

### **REPAIR CONDITIONS:**

Carlisle Fluid Technologies accepts warranty claims and issue credit for the repair of a defective product, if:

- The claim is made within the warranty period of the defective product
- The claim is made for charges covered by the Carlisle Fluid Technologies warranty
- The repairs are carried out by a Carlisle Fluid Technologies authorized distributor
- The Warranty Claim Form has been filled out and submitted
- The claim is not more than 50% of the net price
- For a standard warranty claim, Carlisle Fluid Technologies will reimburse the servicing distributor for parts replaced under warranty, and for associated labor and travel costs, provided that flat rates are respected that have been provided by Carlisle Fluid Technologies to the distributor and the request for reimbursement is made within 30 days of service performed.

### **REPLACE CONDITIONS:**

Carlisle Fluid Technologies accepts warranty claims and replace a defective product, if:

- The claim is made within the warranty period of the defective product
- The product has not been held at the Carlisle Fluid Technologies distributor more than 12 months prior to being sold to end user
- The claim is made by a Carlisle Fluid Technologies authorized distributor
- The Warranty Claim Form has been filled out and submitted
- The claim is more than 50% of the net price



## **DETERMINING DEFECTS**

- Carlisle Fluid Technologies' standard warranty is based upon the prepaid return of the equipment claimed to be defective to an authorized Carlisle Fluid Technologies distributor for verification of the claimed defect. If the claimed defect is so verified, Carlisle Fluid Technologies will repair or replace free of charge the defective parts. The equipment will be returned to the original purchaser transportation prepaid.
- If Carlisle Fluid Technologies wants the parts returned, a copy of the warranty claim form and a Returned Goods Authorization will be sent to you along with instructions on how to ship the parts back. Carlisle Fluid Technologies will pay all normal shipping charges, duties and customs charges that may be incurred in shipping the product to Carlisle Fluid Technologies from the authorized Carlisle Fluid Technologies distributor.
- 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 shipping and other transportation charges. You will be notified of these charges prior to any repair work being done.

Credit for warranty claims from approved Carlisle Fluid Technologies distributors will be issued to the Carlisle Fluid Technologies distributor only when Carlisle Fluid Technologies receives the requested product back and warranty claim is deemed valid by Carlisle Fluid Technologies. Denial of any warranty claim is at Carlisle's discretion. Exceptions may apply.

## **ADVANCED APPROVAL**

Advance approval from Carlisle Fluid Technologies is necessary before any repair charges or other amounts that would subsequently be claimed for reimbursement under the warranty, if:

- A claim is intended to be made for charges not covered by the Standard Warranty Claim Policy
- Please also contact the Carlisle Fluid Technologies Customer Service Department beforehand when the estimated warranty cost exceeds a total of 500€ / 300£ / \$500, or if you have any other doubt whether your claim would need advance approval.



## **WARRANTY EXCLUSIONS**

- Carlisle Fluid Technologies shall not be liable for general wear and tear, or any malfunction, damage or wear caused by dropping, faulty installation, misapplication, abrasive materials, corrosion, inadequate or improper maintenance, negligence, accident, tampering, or substitute of non-Carlisle Fluid Technologies component parts. Carlisle Fluid Technologies should not be held liable for malfunction, damage or wear caused by the incompatibility of Carlisle Fluid Technologies equipment with structures, accessories, equipment or materials not supplied by Carlisle Fluid Technologies.
- Items not covered under the Carlisle Fluid Technologies warranty policy include throat packing adjustment, seal or packing replacement, accessories, equipment, materials or components sold, but not manufactured by Carlisle Fluid Technologies. These items sold, but not manufactured by Carlisle Fluid Technologies (such as motors, switches, hoses, etc.), are subject to the warranty, if any, of their manufacturer only.
- Normal wear is not considered a defect in material or workmanship.
- Costs/Service fees are not covered by warranty policy without advance approval.
- Claims for amounts exceeding warranty flat rates for repair work are not covered by the warranty policy without advance approval.
- The warranty policy will not cover claims for which no or incomplete warranty claim forms are submitted.
- Reimbursement warranty claims must be submitted within 30 days of service being performed to be eligible for consideration under the warranty policy.
- Credit for warranty claims from approved Carlisle Fluid Technologies distributors will be issued to the Carlisle Fluid Technologies distributor only when Carlisle Fluid Technologies receives the requested product back and warranty claim is deemed valid by Carlisle Fluid Technologies. Denial of any warranty claim is at Carlisle's discretion. Exceptions may apply.

## **MAKING A CLAIM**

- Carlisle Fluid Technologies will accept warranty claims from any direct Carlisle Fluid Technologies customer. End users not buying direct, must request a claim through a Carlisle Fluid Technologies authorized selling distributor.
- Authorized Distributors are expected to handle any warranty claim introduced by an end-user, even if the product was sold by another distributor.
- If you have questions on the warranty procedures or the Warranty Claim Form, contact Carlisle Fluid Technologies Customer Service (1-800-992-4657, Press 1).
- If you need advice on how to repair the unit, or need troubleshooting assistance, contact Technical Assistance (1-800-992-4657, Press 2).