

DOOSAN

Industrial Air

WARRANTY PROCEDURE

Doosan Industrial Air.
Backed by a proven legacy you can build on.



Warranty Procedure

Failures occurring within the warranty period must be reported to a Doosan Industrial Air (“DIA”) authorized distributor. To locate your nearest distributor, visit our website at: <http://doosanportablepowermobile.maporama.com> or call 1-877-366-7260. Arrange with the distributor to have the machine repaired per the terms of this Warranty Policy.

Travel will be considered up to a maximum of 200 miles each way to a repair location. Travel reimbursement is only available during the standard warranty period.

What the Warranty Covers

Failures that meet the criteria outlined below may be considered as warranty failures:

- A. Must occur within the published warranty period for the particular product.
- B. Must be the result of a defect in materials or workmanship by the factory, and
- C. Must not be listed under “Non-warrantable Items”

Non-Warrantable Items

- **ABUSE** - Failure resulting from neglect, improper operation, lack of required maintenance, or if used for purposes other than for which it was manufactured.
- **ALTERATIONS** - Modification of DIA machines without the prior written approval from the DIA Engineering and Service Department.
- **DAMAGE** - Failures caused by neglecting to perform required Field Modifications/TSBs. Failures caused by carelessness, accidents, improper operation, transportation, storage, fire, flood, natural disasters, electrical occurrences (e.g. lightning strikes, power surges, brown outs), or unapproved modifications.
- **APPLICATION AND/OR ENVIRONMENTAL CONDITIONS** - Deteriorated or failed components such as: electrical wiring and connections, gaskets, hoses, seals and tube lines caused by chemicals, falling objects, dirt, salt and sand, rust, corrosion, erosion, excessive heat or moisture. Environmental conditions will be identified through oil sampling and/or air quality test. Warranty determination for these types of failures will be made by the DIA Service Department.
- **LACK OF MAINTENANCE** - Component failure caused by not performing scheduled maintenance as defined in the machine’s Operation & Maintenance Manual (e.g. failure to replace air filter/separator element/oil filter, failure to perform oil sampling, failure to adjust oil change intervals based on oil sampling results, not maintaining adequate fluid levels, not keeping the cooling system clean, not tightening or replacing loose or missing bolts, nuts, fittings, shields and shrouds. See PM schedule in Operation & Maintenance Manual).
- **NORMAL WEAR ITEMS / CONSUMABLES** - consumables, fuses, hoses, belts, seals, gaskets, o-rings are normal wear/consumable items and are not covered under warranty. (Note: airend shaft lip seals are covered as part of the airend)
- **UNAUTHORIZED REPAIRS** - Warranted components must be replaced with DIA repair parts. Warranty repairs must be completed by an authorized DIA distributor.
- **DIAGNOSTIC / TROUBLESHOOTING** - DIA will reimburse reasonable diagnostic time for a competent certified technician to troubleshoot a warrantable failure. Contact technical support for pre-approval of diagnostic time over two hours.
- **ACCESSIBILITY & SERVICEABILITY** - DIA will not reimburse labor time for moving non DIA material or cleaning area to safely access and perform warranty repair on DIA equipment. Maintaining proper access and environmental condition in which the machine is operated is considered a customer expense.

- SHOP SUPPLIES - DIA does not pay for miscellaneous shop supplies or special tools.
- DISPOSAL - DIA does not cover any disposal fees and/or any environmental levies.
- SOFTWARE UPDATES - Performing software updates are not covered under warranty.
- NON-DOOSAN REPLACEMENT PARTS - Non-Doosan/OEM replacement components will have no coverage.

THE WARRANTIES HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (EXCEPT THAT OF TITLE), AND THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL DOOSAN PORTABLE POWER OR ITS AUTHORIZED DISTRIBUTORS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, WHETHER BASED ON CONTRACT, WARRANTY, TORT, NEGLIGENCE, STRICT LIABILITY, STATUTE OR OTHERWISE, EVEN IF DOOSAN PORTABLE POWER, DOOSAN INDUSTRIAL AIR, OR ITS AUTHORIZED DISTRIBUTORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE TOTAL LIABILITY OF DOOSAN PORTABLE POWER, DOOSAN INDUSTRIAL AIR, AND ITS AUTHORIZED DISTRIBUTORS WITH RESPECT TO THE PRODUCT FURNISHED SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

It is the selling distributor's responsibility to register each unit sold on Doosan's Warranty Website by entering current customer information and warranty start date.

Direct Drive Compressors (30HP+, Fixed and Variable Speed Drive) Warranty

DIA warrants to (i) its authorized North American dealers, who in turn warrant to the initial user, and (ii) direct customers, that each direct drive and VSD industrial air compressor sold it will be free from defects in material and workmanship for twenty-four (24) months beginning six (6) months from date of factory shipment or date of factory trained install, whichever occurs first. This warranty applies to Doosan Industrial Air compressors located in the US and Canada.

DIA will provide a new or repaired part, at its election, in place of any part that is found upon its inspection to be defective in material or workmanship during the warranty period. Such part will be replaced without charge to the initial user during normal working hours at the place of business of a DIA dealer authorized to sell the type of equipment involved or other establishment authorized by DIA. If requested, user must present proof of purchase at the time of a warranty claim.

This warranty does not apply to Non-warrantable items listed in above page.

Extended Warranty Coverage and Requirements

Additional thirty-six (36) month parts & labor extended warranty is provided on DIA industrial compressors with the following requirements:

- (a) Initial startup of compressor must be by factory trained technician
- (b) Warranty registration must be within 30 days of installation
- (c) Signed acceptance of extended warranty requirements
- (d) Compressor serviced per the preventative maintenance schedule
- (e) Oil sampling provided per the preventative maintenance schedule
- (f) Maintenance records kept and provided with all warranty claims
- (g) Use of Doosan parts and fluids only
- (h) Proof of purchase of Doosan parts and fluids provided with all warranty claim