

Warranty guide for Compac customers

Compac Hydraulik A/ S warrants Compac products to the original end user against defects in material and workmanship, for a period of three years from the date of purchase, (Except for Alu-C and PT25-C). During the warranty period any equipment found to be defective will be repaired or replaced at manufacturer's option. Compac or the repair facility recommended by a Compac reseller will determine whether the product is eligible for warranty repair. An approved warranty repair will be made at no charge and returned freight prepaid (first 12 months only). The cost of non-warrantable service, repair and freight is the customer's responsibility.

Warranty process:

Please follow these steps when requesting warranty service:

- ✓ Make detailed notes of the problem that the customer is experiencing.
- ✓ If necessary contact Compac and explain the problem. Compac will, in the majority of instances, provide recommendations how to solve the problem on site. This saves the customer the inconvenience of having to send the product in for repair. Easy to read trouble shooting instructions are available upon request and some are accessible under "services" - "Distributor access" on www.compac.dk. Password is: ompa1946
- ✓ Should the recommendations not solve the problem, please read and understand these terms and conditions before proceeding with the repair.

Warranty limitations:

The total cost that Compac may choose to reimburse for an accepted warranty claim is strictly limited to the following:

- ✓ A reasonable amount of time spent on the repair charged at a fair hourly rate.
- ✓ Replaced spare parts will be provided free of charge.
- ✓ Transportation costs of returning the product to the end customer after the repair. (first 12 months only)

Problems due to improper maintenance and adjustment are not covered by warranty. Functional problems without any leakage like jack losing height, unable to lift load, etc. are often due to improper service and calibration. This warranty does not cover defects caused by wear, lack of lubrication, improper maintenance, improper use, modifications, use with improper fluids or fluid levels, improper or contaminated air supply, accident, shipping damage, or any other cause not resulting from defective materials or workmanship. Any equipment that is repaired or replaced within the warranty period shall not extend the original warranty period. Any purchased service parts that prove defective with respect to materials or workmanship will be repaired or replaced by the factory, if said defect occurs within 90 days of purchase. Repair or replacement is the exclusive remedy for defective equipment under this warranty. This warranty replaces all other warranties, including any implied warranty of merchantability or fitness for a particular purpose. Claims can be accepted only when the fully assembled equipment is submitted to the repair facility.

Wear parts are not covered by Compac's 3-year warranty:

The replacement intervals for these parts depend on the extent to which the product is used and how well it is maintained. These parts can be considered equivalent to the brake pads, wipers, oil filters, etc on a new car which are also not covered by the warranty of the car.

Transport:

A customer claiming that a Compac product still under warranty is faulty should forward the product to the nearest repair facility recommended by Compac or any Compac reseller at customer's expense. Compac accepts reasonable costs for returning a faulty product from the customer should the warranty claim be accepted (first 12 months only). Any equipment returned without following this procedure will be refused. Compac does not cover or reimburse any costs for labour, transport, etc. for travelling to inspect or repair a faulty product on site.

Parts:

In some instances, Compac may request an inspection of the parts replaced in order to analyse the exact reason for the claim. The faulty parts must be made available to Compac. Compac invoices spare parts required to repair a Compac product under warranty. However, a credit note to the value of the spare parts will be issued should the repair be accepted by Compac as a warranty repair.

Approval of warranty claims:

Compac will reimburse reasonable costs for warranty claims that fulfil the warranty terms and conditions. The following should be included when applying for reimbursement of costs:

- ✓ Copy of the original invoice to the end customer. (The product user)
- ✓ The invoice shall clearly state the month/year of manufacturing as written on the CE label of the product as well as the packaging. Compac may refuse to accept a claim under warranty if the month/year of manufacturing is not written on the invoice to the end customer. (The product user)
- ✓ A warranty claim report from the distributor or the Compac repair centre clearly marked with the following information: Compac model no. and manufacturing date, customer name, address and contact person, description of problem, cause of and solution to the problem, repair worker's conclusion on cause of problem, repair worker's name and signature. Please request Compac's Excel report sheet for easy recording of warranty claim information.
- ✓ A list of spare parts used to rectify the problem and details of the labour costs.
- ✓ Copy of invoice from repairer.
- ✓ Copy of invoice for transportation (one-way only, and only for first 12 months)
- ✓ Excel repair sheet. (Available from Compac upon request)

Warranty period:

The warranty period is three years from date of invoice to the consumer.

Effective for Compac products sold to end users from March 1st 2007