

2019 warranty policy

The following is only a summary. For a copy of the full warranty policy including all coverage and service time allowances, contact us at support@n-psi.com, or go to www.n-psi.com.

general guidelines

- The customer should understand the policy to ensure proper coverage. If there are extenuating circumstances, please contact n-psi for approval prior to performing any work.
- When the customer needs to use a local service company (due to unavailability of qualified technicians locally, through an n-psi distributor, contractor or through n-psi direct), the customer needs to be informed that n-psi will reimburse only to our policy time allowances and \$/hr as stated in the "reimbursement rates for service" section below.
- If the true root cause of the issue is due to misapplication, abuse, changed settings, lack of appropriate maintenance, etc., the customer will need to bear the cost of repair.
- n-psi does not offer recommendations on facility hook up of our units (piping type, piping layout, electrical hook ups, etc.). This is the responsibility of the customer or their general contractor.
- n-psi requires a review of any claim which will result in a claim greater than \$2,000 prior to any work performed or product replaced. This will allow all parties the opportunity to make the best decision for the customer.
- n-psi recommends not to repair units where the cost to do so exceeds 70% of the cost of a new unit.
- n-psi requires customers to submit freight damage claims with the carrier as that is the responsibility of the customer. This is the last opportunity to ensure the carrier is held responsible for any loss or damage that occurred during transportation. The type of notation placed on the carrier's freight bill may well determine if the customer is able to recover the full actual loss. The customer must take the time to make a full and complete inspection at the time of delivery. n-psi will not be held responsible for freight damage.

claim process

- Proper installation procedures should be followed and all required maintenance performed on the purchased unit. Improper installation and inadequate maintenance will void any warranty on the product.
- In the event that a product under warranty requires service, a trip can be made by the qualified technician of your staff. If you do not have qualified technicians on staff, the nano technical support department can be reached at 704-897-2182 so that a nano contracted technician can be utilized or assist on the phone to resolve the issue.
- If it is found that a replacement component is required to complete the repair, a standard parts order must be placed with n-psi. Prior authorization is required for any part purchased locally and will only be authorized if the part is not available through n-psi. Any part purchased locally without authorization will not be reimbursed on

the warranty claim and will void any future warranty. Once the replacement part arrives, a trip to the site will then be made to replace the defective component. Do not discard the defective part after the repair.

- Within 60 days of completion of the job, a warranty claim must be filed using a completed n-psi Warranty Claim Form along with the associated Service Report. The amount of labor claimed must match the n-psi rate schedule and the allowable time allotments based on the type of repair. If any parts were required in the repair, they will also need to be included on the claim form referencing the sales order the part was purchased under. In the event the parts used were from your stock please note as such. Any special circumstances requiring labor or travel (i.e. multiple trips or exceeding mileage and/or travel time) above and beyond the time allowance must be authorized in writing by n-psi prior to the repair. Any additional labor used beyond the rate schedule will be the responsibility of the distributor/customer.
- Upon receipt of the claim, n-psi will review and determine if the parts replaced need to be returned. If a part is required to be returned, a Return Authorization (RA) Packing Slip will be provided with an associated RA Number. The part will then need to be returned to n-psi within 45 days accompanied by the RA packing slip placed on the package. If the repaired part does not need to be returned you will be advised to field scrap it and the claim will be processed. Proof of the defect (written description and pictures of the parts/units in question) is required.
- On claims that require repaired parts return, the claim will be processed after the part has been evaluated by the n-psi technical support team. The claims will be paid in the form of a credit to the customer's account.
- On claims that require unit removal (including rental units), n-psi will reimburse 3 hours labor maximum removal and replacement time. Due to application variances, this does not include any other associated costs with removal.
- On claims involving part or unit repair/removal, reimbursement will only cover the labor (in accordance with allowable service times) to perform such acts. It does not include any miscellaneous parts, disposal, equipment rentals, etc.

exceptions

- consumable components (filter elements, drains, etc.)
- defects due to *force majeure*
- any component that was added and/or modified by personnel not authorized by the seller
- defects arising from incorrect installation and/or from insufficient maintenance or cleaning
- defects and/or malfunctions arising from improper use
- defects arising from faults, excess or lack of distribution of electric power, water and air
- defects arising from malfunction of auxiliary or subsidiary devices supplied by a third party



- defects caused during transportation or unloading (n-psi customers will verify the state of all incoming stock and will immediately report any damage caused by transport or movement. n-psi will not be held responsible for materials which have suffered unreported damage.)
- lost time or production due to equipment failure
- damage caused by accident
- damage caused by fire, theft, freezing, vandalism
- damage caused by operation outside the rated conditions
 - operation of the unit in ambient temperature over rated temperature
 - operation of the unit with the inlet air temperature over rated temperature
 - operation in excess of rated scfm
 - operation in excess of rated psig
 - operation of the unit in excess of any other rated parameters relevant to the product
- damage caused by corrosion due to environment and/or chemical treatments
- economic loss - This warranty does not cover any consequential damage, economic loss, extra expense including payment for the loss of time, pay, inconvenience, storage, removal, reinstallation, loss of dryer use, dryer rental expense, lodging, meals, or other travel.

international shipments

Our policies cover equipment within the United States, Canada and Mexico only. Any units shipped to or sold outside the United States, Canada or Mexico will be covered under the parts only portion of our standard policy.

Reimbursement Rates

70% of distributor published standard rate + current IRS (0.535 cents/mile), maximum 300 miles roundtrip coverage

F1 thru F6 filters:

- period: F1 housing: 10 years from date of shipment. All other components: 18 months from date of shipment (from the factory) or 12 months from date of installation / start up, whichever occurs first
- coverage: 100% parts only

P1 process filters:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts only. Does not include element - which can vary depending on type and application

R1 refrigerated dryers:

- period: 30 months from date of shipment from the factory or 24 months from date of installation/start up; whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters & non-corrosive upstream piping required

R2 refrigerated dryers:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first

- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters & non-corrosive upstream piping required

R3 refrigerated dryers:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters & non-corrosive upstream piping required

R4 refrigerated dryers:

- period: 30 months from date of shipment from the factory or 24 months from date of installation/start up; whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters & non-corrosive upstream piping required

R5 refrigerated dryers:

- period: 30 months from date of shipment from the factory or 24 months from date of installation/start up, whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters & non-corrosive upstream piping required

C1 process chillers:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts and labor per defined service time allowances

D1|2|3 modular dryers:

- period: 30 months from date of shipment from the factory or 24 months from date of installation/start up, whichever occurs first; Warranty extends an additional 36 months from date of installation/start-up with addition of -ES (energy saving dew point control) option, -40°F pdp dryer only
- coverage: 100% parts and labor per defined service time allowances; 100% parts only with addition of -ES (energy saving dew point control) option, -40°F pdp dryer only
- requirements: pre-filters & non-corrosive upstream piping required

D4 high pressure dryers:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters & non-corrosive upstream piping required

D5 twin tower dryers:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- extended coverage:
- inlet & purge exhaust valves: 5 years from date of shipment (parts only)
- heater: 3 years from date of shipment (parts only)
- requirements: pre-filters & non-corrosive upstream

L1 lab gas CO₂ removal modules:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters required

ECOGEN2 & GEN2 nitrogen generators:

- period: 30 months from date of shipment from the factory or 24 months from date of installation/start up, whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters & non-corrosive upstream piping required

NMG nitrogen generators:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts and labor per defined service time allowances
- requirements: pre-filters & non-corrosive upstream piping required

B1 breathing air purifiers (BAP & BAC):

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts only

B1 modular breathing air modules (NBM):

- period: 30 months from date of shipment from the factory or 24 months from date of installation/start up, whichever occurs first
- coverage: 100% parts only (no labor)
- requirements: pre-filters & non-corrosive upstream piping required

B1 modular breathing air purifiers (NBA):

- period: 30 months from date of shipment from the factory or 24 months from date of installation/start up, whichever occurs first; Warranty extends an additional 36 months from date of installation/start-up with addition of -ES (energy saving dew point control) option, -40°F pdp dryer only
- coverage: 100% parts and labor per defined service time allowances; 100% parts only with addition of -ES (energy saving dew point control) option, -40°F pdp dryer only

- requirements: pre-filters & non-corrosive upstream piping required

V1 oil vapor removal systems:

- period: 24 months from date of installation/start up against manufacturing defects
- coverage: 100% parts only (no labor). Warranty does not cover wearing parts

S1 oil water separators:

- period: SEP 120 to 2500 Housing: 10 years from date of shipment. All other housings and components: 18 months from date of shipment (from the factory) or 12 months from date of installation / start up, whichever occurs first
- coverage: 100% parts only (no labor)

X1 aftercooler products:

- period: 18 months from date of shipment from the factory or 12 months from date of installation/start up, whichever occurs first
- coverage: 100% parts only (no labor)

spare parts:

- period: 90 days from date of purchase
- coverage: 100% parts only (no labor)

time allowances

For defined service time allowances, refer to the full nano-purification solutions warranty policy, available by contacting support@n-psi.com, or at www.n-psi.com.

