

Compac Industries Ltd.

52 Walls Road, Penrose, Auckland 1061, New Zealand.

PO Box 12 417, Penrose, Auckland 1642, New Zealand.

Tel: +64 9 579 2094 Fax: +64 9 579 0635 www.compac.co.nz



Equipment Warranty Terms and Conditions

Revision 3: Effective 13-January-2016

Compac Industries warrant its products free of manufacturing defects in workmanship and materials for **18 months from date of manufacture or 12 months from installation (3 months for hoses and nozzles)** whichever is earlier.

Costs covered under this Warranty

- Supply of replacement parts including freight to location or service agent
- Service agent Labour costs at site during normal working hours Monday to Friday 8.30am - 4.30pm
- Service Agent travel costs to a maximum 200 km round trip
- If equipment is required to be sent back to base or service agent with authorisation Compac Industries will cover above and freight costs of equipment to and from site

Note: Any costs over and above those listed above shall be born by the owner

Clauses

Equipment repaired under warranty shall be warranted to the end of the original warranty period - including any parts replaced

Liability

Compac Industries accepts no liability whatsoever for loss of profit, loss of associated product, loss of goodwill or other costs arising from any malfunction of the product in question before and after repairs are completed to return the product to normal operation.

Exclusions to Warranty

Faults with equipment supplied by Compac Industries shall not be covered under warranty if:

- Equipment serial number cannot be supplied
- Completed Commissioning sheet has not been returned within 30 days of Commissioning
- Faulty parts are not returned if requested by Compac
- The product is contaminated with dirt, sand, water or any other substance that may damage hydraulic components
- Supply Voltages fluctuate beyond +/- 5% of 240volts
- Damage relating to lightning, fire, flood, vandalism, accident or reasonable wear, act of God and fair wear or tear
- Fault found is not due to Compac equipment
- Equipment installed in an unsuitable environment
- Filters removed
- Unapproved parts used
- Unapproved modifications are made to the product
- Fuels not approved by Compac come into contact with Hydraulic Equipment
- Non approved Service Agent has worked on equipment within the warranty period

Note: The above will be determined by the Service Agent at the time of repairs

Compac Industries Ltd.

52 Walls Road, Penrose, Auckland 1061, New Zealand.

PO Box 12 417, Penrose, Auckland 1642, New Zealand.

Tel: +64 9 579 2094 Fax: +64 9 579 0635 www.compac.co.nz



Limitation to Warranty Costs

- When a fault is reported and there is a possibility of it being a warranty claim, the Compac Help Desk must be called first to confirm the warranty status. This will be confirmed by checking the serial number of the equipment against our records. If a serial number is not supplied the warranty status cannot be confirmed and no costs will be covered until the serial number is provided.
- If the equipment is within warranty, the Help Desk will advise a warranty claim number, what parts are to be taken to site and what tests are to be carried out when on site to ensure the fault is fixed on the first visit. Parts supplied but not used for the warranty job must be returned to Compac in good condition and in original packaging otherwise an invoice will be issued to recover costs.
- If the warranty status is not checked and a warranty job confirmed with the Compac Help Desk before going to site, Compac will not cover the costs of the initial site visit and investigation of the fault.
- Compac Industries labour warranty covers the labour to replace the faulty part only. The warranty does not cover:
 - Time or materials used during a TMU after the repair is completed
 - Investigative trips to site if they are not specifically approved by the Compac Help Desk
 - Any Health & Safety precautions that need to be taken before carrying out work or after the repair is completed
 - The resetting or other work required to other non-Compac equipment affected by a fault

Compac Industries Ltd.

52 Walls Road. Penrose. Auckland 1061. New Zealand.

PO Box 12 417. Penrose. Auckland 1642. New Zealand.

Tel: +64 9 579 2094 Fax: +64 9 579 0635 www.compac.co.nz



Spare Parts Warranty Terms and Conditions

Revision 3: Effective 13-January-2016

Compac Industries warrant their spares free of manufacturing defects in workmanship and materials for 12 months from supply.

Under this Warranty we will cover

- Parts and freight, to and from an agreed address, using our preferred carrier

Exclusions to Warranty

Faults with parts supplied by Compac Industries shall not be covered under warranty if:

- Proof of date of purchase cannot be given
- Faulty parts are not returned if requested by Compac
- The product is contaminated with dirt, sand, water or any other substance that may damage hydraulic components
- Supply Voltages fluctuate beyond +/- 5% of 240volts
- Damage relating to lightning, fire, flood, vandalism, accident or reasonable wear, act of God and fair wear or tear
- Fault found is not due to Compac parts
- Parts installed in an unsuitable environment
- Filters removed
- Unapproved parts used
- Unapproved modifications are made to the product
- Fuels not approved by Compac come into contact with Hydraulic Equipment

Note: The above will be determined by the Service Agent at the time of repairs

Compac Industries Ltd.

52 Walls Road, Penrose, Auckland 1061, New Zealand.

PO Box 12 417, Penrose, Auckland 1642, New Zealand.

Tel: +64 9 579 2094 Fax: +64 9 579 0635 www.compac.co.nz



Notes to Service Agents

Service Agents invoices for completed warranty work will be paid on the following terms

- The warranty job was authorized by Compac
- If requested, parts are returned to Compac, with completed parts return form and package to avoid damage
- The Invoice details include
- SRV number issued by Compac
- Breakdown in travel per km
- Breakdown of labour hours spent
- Details of work completed
- Additional charges itemised

Additional Clauses

- Parts not returned to Compac will be charged to the Service Agent except by agreement
- Vehicle charges will be paid at a maximum rate of \$0.95 per km
- Service agent travel costs to be a maximum of 100km

Compac Industries Ltd.

52 Walls Road, Penrose, Auckland 1061, New Zealand.

PO Box 12 417, Penrose, Auckland 1642, New Zealand.

Tel: +64 9 579 2094 Fax: +64 9 579 0635 www.compac.co.nz



Parts Return Form

Being the appointed Service Agent to carry out work on behalf of Compac Industries I have completed the following details understanding my claim for Labour/ Travel will not be processed until I have completed these details including returning all parts used or unused to Compac Spare Parts unless I have been authorized by Compac not to do so.

Service Agent _____

Completed by _____

SRV Number _____

Compac Invoice Number _____

Customer _____

Serial Number of Unit _____

Part Number _____ Faulty: Yes / No

Part Number _____ Faulty: Yes / No

Part Number _____ Faulty: Yes / No

Part Number _____ Faulty: Yes / No

Part Number _____ Faulty: Yes / No

Job Completed: Yes / No

Work Performed _____

Shipment by/con note _____

Signed _____ Dated ____/____/____