Copeland Compressor Warranty Policy	
SUPERSEDES: M11SV-COPLW0508	FORM NO: M11SV-COPLW0601

Poolpak Technologies Corporation warrants Copeland compressors when properly applied and operated under normal design conditions, to be free from defect in material and workmanship for a period of 60 months from startup or 66 months from shipment, whichever occurs first.

PoolPak Technologies Corporation shall not be liable for the parts or workmanship of the replacement compressor.

In order for a compressor to be covered under warranty, the following procedure must be followed:

1.) If failure takes place during the first year of operation or twenty months from the date of manufacturing based on the compressor serial number, whichever occurs first, the compressor should be taken to any Authorized Copeland Distributor for replacement of said compressor.

2.) If failure takes place outside of the above described time period, the following process shall be followed:

The claimant shall contact the PoolPak Technologies Service Department who will, at their discretion, provide an RMA number and form. It is the claimant's responsibility to purchase a replacement compressor and, if requested, return the failed compressor F.O.B. PoolPak Technologies Corporation. A copy of the invoice for the replacement compressor and the completed RMA form must be returned with the failed compressor. **Failure to provide these documents will cause delays or denial of warranty reimbursement.**

If a return is requested, PoolPak Technologies Corporation will have the compressor analyzed by a third party. If the determination is made that there was a defect in materials or workmanship of the compressor, PoolPak Technologies Corporation shall credit the claimant the full purchase price of the compressor. If it is determined that the cause of failure was not a result of defect in materials or workmanship, no reimbursement shall be provided. Examples of such causes include, but are not limited to: slugging of liquid refrigerant or oil, unstable line voltage, lightning, operating without lubrication, operating without factory provided safeties. In such cases, a copy of the analysis report can be obtained upon request.

All claims for warranty replacement or credit must be made within 30 days of removal date. Prior authorization is required on all warranty claims.

Failure to follow this procedure shall render the warranty void. If you have any questions, feel free to contact PoolPak Technologies Corporation's Service Department. (800) 959-7725 or service@poolpak.com