CWM03-001

Champion Compressor Warranties

Champion products are tested and inspected and proven to be functioning properly before they are shipped from factory facilities. Products sold by Champion are warranted in the manner and to the extent provided in applicable product warranties.

The primary concern of Champion is that the customer (user) is satisfied and would not hesitate to purchase or recommend Champion products in the future. It is the desire of Champion to keep our products operating in good condition. If a breakdown occurs, it should be our mutual objective to restore the customer's equipment to operation as soon as possible.

Each product carries its own "Warranty Statement." The warranty is intended for the mutual protection of the parties involved in the sale, purchase and use of the product, against defective material or workmanship. It is NOT a guarantee of the trouble-free operation of the product under any and all conditions. It is the user's responsibility to read and understand the Operating Manual for the unit and to make certain their personnel are familiar with the correct operating procedures. After start-up, the customer is responsible for performing necessary routine maintenance and checks based on operating conditions in accordance with Champion recommendations and may be asked to show proof of such during the investigation of any subsequent claim.

The key to prompt and effective warranty administration and customer satisfaction is thorough investigation and reporting of operating conditions, maintenance records and all related issues. Problems should be discussed with the customer and all details and circumstances reviewed to determine if the product is within the warranty period. The product should then be inspected for the cause of failure to determine whether warranty may apply.

STATEMENTS AS TO WHETHER OR NOT REPAIRS ARE WARRANTED SHOULD NOT BE MADE TO THE CUSTOMER UNTIL THE WARRANTY CLAIM HAS BEEN SUBMITTED BY THE DISTRIBUTOR AND APPROVED IN WRITING BY CHAMPION.

Please promptly submit any instance of a suspected warranty failure to the Champion Service Department after completion of the repairs. The online entry process will issue a Warranty Notification number for the purpose of evidencing and tracking the complaint. Please forward any relevant supporting documents for warranty consideration and include the Warranty Notification number provided. As much first-hand information as possible relating to circumstances that caused the failure should be entered into the claim. The warranty will not apply to cases where the failure was a result of customer abuse, negligence, alteration or where the operation of the unit was not in accordance with company recommendations.

CWM03-002

General Provisions & Limitations

Champion, a Gardner Denver Company (the "Company") warrants to each original retail purchaser ("Purchaser") of its new products from the Company or its authorized distributor that such products are, at the time of delivery to the Purchaser, made with good material and workmanship. No warranty is made with respect to:

1. Any product which has been repaired or altered in such a way, in the Company's judgment, as to affect the product adversely.

2. Any product which has, in the Company's judgment, been subject to negligence, accident (freight damaged), improper storage, or improper installation or application.

3. Any product which has not been operated or maintained in accordance with the recommendations of the Company.

4. Components or accessories manufactured, warranted and serviced by others.

5. Any reconditioned or prior owned product.

Claims for items described in (4) above should be submitted directly to the manufacturer. Examples would include, but not limited to, Motors and Air Treatment products.

WARRANTY PERIOD

The Company's obligation under this warranty is limited to repairing or, at its sole option replacing, during normal business hours at an authorized service facility of the Company, any part which in its judgment proved not to be as warranted within the applicable Warranty Period. All OEM Replacement Parts, new or remanufactured, are warranted to be of good material and workmanship at the time of delivery to the purchaser. Any defects shall be reported within 90 days of date of delivery to the "Purchaser."

TRANSPORTATION AND INSPECTION

All costs of transportation of product, labor or parts claimed not to be as warranted and, of repaired or replacement parts to or from such service facility shall be borne by the Purchaser. The Company may require the return of any part claimed not to be as warranted to one of its facilities as designated by Company, transportation prepaid by Purchaser, to establish a claim under this warranty.

CWM03-002

General Provisions & Limitations

Disclaimer

THE INDIVIDUAL PRODUCT WARRANTY IS EXCLUSIVE, AND IT IS EXPRESSLY AGREED THAT EXCEPT AS TO TITLE, THE COMPANY MAKES NO OTHER WARRANTY AS EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY.

THE REMEDY PROVIDED UNDER THIS WARRANY SHALL BE THE SOLE, EXCLUSIVE AND ONLY REMEDY AVAILABLE TO THE PURCHASER AND IN NO CASE SHALL THE COMPANY BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES. UNDER NO CIRCUMSTANCES SHALL THE COMPANY BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXPENSES, LOSSES OR DELAYS HOW SO EVER CAUSED.

No statement, representation, agreement or understanding, oral or written, made by any agent, distributor, representative or employee of the Company which is not contained in the Product Warranty will be binding upon the company unless made in writing and executed by an officer of the Company.

This warranty shall not be effective as to any claim which is not presented within 30 days after the date upon which the product is claimed not to have been as warranted. Any action for breach of this warranty must be commenced within one year after the date upon which the cause of action occurred.

Any adjustment made pursuant to this warranty shall not be construed as an admission by the Company that any product was not as warranted. Any waivers of conditions, or additional allowances provided, shall not be construed as a permanent adjustment to the warranty terms or policy.

CWM04-001

Warranty Administration Guidelines / Policy

All Champion warranties provide for the "repair or replacement of defective items during normal business hours at an authorized service facility of Champion." Within warranty dates and guidelines in this manual, Champion warranty coverage includes:

- Supplying replacement parts Ex-works Champion location.
- Reimbursement to the Distributor for repair labor at established rates (CWM04-002) and according to flat rate time schedule (CWM07-001).
- Reimburse Distributor reasonable travel time and mileage as described in this manual, when applicable.

CWM04-005

Summary of Main Warranty Procedures

AS CLAIM POLICIES AND PROCEDURES ARE GOVERNED BY THE TERMS OF THE COMPANY WARRANTY, IT IS NECESSARY TO OUTLINE SOME OF THE MORE IMPORTANT PROVISIONS.

A. The warranty applies only to new and unused products which, after shipment from the factory, have not been altered or mistreated in any manner whatsoever. Normal maintenance items are not warrantable items.

B. Parts not manufactured by Champion are warranted only to the extent that they are warranted by the manufacturer.

C. Damage resulting from abuse, neglect, misapplication or overloading of a machine, accessory or part is not covered by warranty. Likewise, damages incurred in transit is not covered by warranty and claim should be immediately made with the carrier.

D. Deterioration or wear occasioned by chemical and/or abrasive action or excessive heat shall not constitute defects.

E. Failure to file a Start-up report for Oil-less compressor packages will cause warranty to begin with date of shipment from Company.

F. Failure to file a detailed warranty claim for each occurrence on a timely basis will cause warranty request to be rejected. Claims should be submitted within 30 days of completion of repair.

G. Meals or lodging will not be considered.

H. The distributor providing start-up service is responsible for the correctness of the installation site, the appropriateness and compatibility of the installation with respect to the remainder of the buyer's facility.

I. The policies contained herein are intended to provide reimbursement to the distributor for work performed by them. Unauthorized personnel such as end customers or outside contractors will not be reimbursed for warranty work unless express approval is first obtained in writing from the Champion Warranty Supervisor prior to initiating repair.

J. Normal service parts used in conjunction with a warrantable repair are not covered.

K. Excessive hours above flat rate labor schedule are not covered.

L. Excessive travel time, multiple trips, or extra personnel on jobsite are not covered.

Warranty Claim Receipt and Processing by Champion

Upon entry of claims via the Champion extranet a service notification is created.

1. A claim Number will be assigned to each service notification.

Similar to an RMA (return material authorization), this will be a unique number which will help identify the claim.

2. Warranty claims must be submitted within 30 days of the date the repair.

3. Champion will not assume responsibility for non-warrantable findings. The authorized Champion distributor is responsible to verify the products warranty eligibility and assure any required contingency billing with the equipment owner in event of non-warranty determination.

After entry of the claim an acknowledgement of the claim shall be transmitted to the distributor, usually via fax. The claim will be reviewed by the Technical Service Representative (TSR) and a response provided. After examination of the submitted claim, responsible TSR may:

- Approve the claim, as submitted, or
- Approve the claim after modifications, or
- Issue Warranty Return Authorization (WRA) to return the suspect material for examination, or
- Request additional information concerning the complaint via an updated Warranty Acknowledgement, or
- Deny the claim as submitted.

It is important that the distributor retain replaced warranty items until the claim is settled with Champion. PLEASE NOTE THAT CHAMPION WILL NOT ACCEPT RETURNED ITEMS WHICH ARE NOT ACCOMPANIED BY A **WARRANTY RETURN AUTHORIZATION**. Refer to Section 6 for detailed Returned Goods Policies.

Motor Warranty Claim Requirements

Electric Motors supplied on Champion compressors are warranted by the original manufacturer. Champion Motor warranties are administered by the respective Motor manufacturer or the manufacturer's authorized repair center.

Motors *must* be handled through the manufacturer's warranty depot or local EASA shop for warranty inspection, and determination whether to repair or replacement the suspect Motor. Please contact the local repair center for the make of the motor in question. If additional assistance is required, please contact the motor manufacturer or Champion service department.

> Baldor Motor Chicago 630-296-1400 A list of authorized service centers is available at <u>www.baldor.com</u>

Toshiba Service / Warranty 800-586-0805

Marathon Motors 715-675-3311

Champion will reimburse the distributor reasonable labor and mileage charges. Claim should be submitted on line as outlined section 5. A copy of the Motor Service Center's EASA Report evidencing the warranty approval by the motor manufacturer and a completed Electrical Service Checklist must be provided to the Champion Service Department. In the event that the Motor manufacturer elects to replace the Motor in lieu of repair, the original Motor nameplate will also be required. Failure to do so will result in denial of the claim.

It is important that proper documentation be provided to assure accurate and timely processing of your claim. Reimbursement can not be issued if the documentation requirements are not satisfied.

For further information on the Baldor & Toshiba warranty program and procedures see Service Bulletin 03-01 (Baldor) and 03-05 (Toshiba). The nearest motor warranty depot can be obtained from the manufacturers' website.

Receiver Tank Warranty Claims

Air receivers are warranted against defects in material or workmanship for a minimum of 12 months. Refer to your product warranty statement for coverage terms and conditions.

The steps for treating an in-warranty failure is as follows:

- Order a replacement receiver (request paint and decals provide model & serial number).
- Take photos of the installation both before and after replacement showing the general area of failure and verifying the use of isolators.
- Cut out and return the ASME data plate from the original defective air receiver to Champion.
- Submit the warranty claim on line as outlined in section 5 of this manual and forward the photos and data plate to Champion for warranty consideration.

<u>Under no circumstances does Champion authorize or condone welding or other</u> <u>attempts to repair ASME pressure vessels.</u>

Requirements for Processing Claims for Rotary Screw Air Ends under Warranty

For claims concerning Rotary Screw Air Ends, new or remanufactured, the "Air End Critical Information Checklist" should be completed at the customer's site during the initial visit. This document must be received by the Champion Service Department before the Warranty Return Authorization can be released.

Air End oil leaks should be documented with a minimum of three digital photographs;

- a. the leak as first observed without correction,
- b. completely clean the area around the suspect leak and photograph the site, and
- c. obtain a picture when the leak becomes visible with fresh oil.

The photographs should document the <u>actual location of the leak</u>, not just its existence. Pictures should be focused and well lit to discern the leak. If 3 photographs do not adequately record the source, additional pictures should be provided.

Omissions of the necessary information will likely result in dispositions being delayed and possibly even cause for denial of the claim. Please be sure to reference the Warranty Notification number on all documentation submitted.

While most distributors are aware of this, it bears repeating; do <u>not</u> return Air Ends to Fishers, IN on Core Return paperwork if warranty consideration is requested. Units returned as Cores are not evaluated for cause of failure and the components are not segregated, preventing the inspection of individual components after being torn down. Therefore, warranty consideration will not be given to units that have been returned to Gardner Denver without the appropriate Warranty documentation.

Warranty Notification

Air End Critical Information Checklist

For warranty claims on New or Remanufactured Air Ends, the following information should be provided to ensure prompt and fair evaluation of the claim.

Package Serial Number: Package Operating hours:	Package Model Number:			
Suspect A/E Serial Number:	Operating Hours on A/E:			
Compressor Lubricant Used:	- France			
Date reported:				
Replacement A/E Serial Number:	GDI Invoice Number:			
Replacement A/L Senai Number.	GDI IIIVOICE Nulliber.			
Symptoms observed prior to remova	l of suspect Air End:			
Symptom (check all that apply):	Comments:			
	Actual Measurement:			
Excessive Shaft Play	Run-out			
Excessive Vibration				
	med, please forward measurements with claim*			
Elevated Discharge Temperature	•			
Increased Amperage Draw	Actual Readings:			
Wear Metals in Lubrication System	51			
"Hot Spots" on Air End	Location:			
Rotor Damage Visible	Description:			
Unusual Noise or Feel when shaft turned by hand				
Oil Leak(s) (Please provide photographs) Location:				
* Must be Spectrum analysis in both graphical and numeric tabulation form.				
General Information				
Submit all oil samples taken				
Obtain oil sample from compressor and submit for analysis				
Please describe operating conditions:				
Operating Temperature: Operating Pressure:				
Please describe operating environment				
Type of business:	<i>r</i> .			
Provide measurements of Shaft play End Play: End Fl				
End Play: End Fl				

Please provide breakdown of warranty labor claimed in notification text.

5-Year Warranty Requirements:

All Maintenance Records

All Oil Analysis Reports

Evidence of Use of Genuine Champion Maintenance Parts

Please include text in the notification of any special or unique circumstances we should be aware when evaluating the claim.

CWM05-007a 20Sep10dww

Instructions for Return of Coolers for Warranty Evaluation Rotary Screw Compressors

In the event of a suspected Cooler failure, a BM-60 form should be completed and submitted immediately after the claim has been entered. Should the complaint be a leak, photographs may be essential to demonstrate the leak's location and severity.

This instruction <u>only</u> applies to combination air/oil coolers used on the <u>rotary screw</u> compressor products.

This <u>is not</u> applicable to the Champion piston reciprocating aircooled intercoolers and aftercoolers.

For warranty consideration the service center must complete and return the "Compressor Cooler Failure Report" (BM60) including the service notification number on the document.

Fax the completed form to Champion Service Department at 217-222-5838 for processing.

Ocudeon	
Denver COOLER FA	PRESSOR ALURE REPORT o Both Packing Slip and Warranty Claim
GD Service Notification Num	Date ber from On Line acknowledgement
USE ONE FORM PER ITEM To consider if a warranty credit is applicable to a prod	uct failure, detailed information must be provided in this repo
IDENTIFICATION Cooler Serial # GD Part #	-
FAILURE DESCRIPTION Weld Failure or Leak Location: Manifold to Core Weld Manifold to Manifold Weld Manifold to End Plate Weld Manifold to Coupling Weld Braze at Tube Face Tube Wall within Core Braze at Tube End Manifold to Coupling Weld Braze at Tube Face	
DETAILED INFORMATION Start-up Date	Approximate Hours Operation
Type Service: ContinuousIntermittent	Location (City, Province, Country)
Cooler Mounted: IndoorsOutdoors	
Ambient Temp. Range	Normal Compressor Disch. Press. Normal Cooler-Air/Oil Temp. IN OUT
Please describe (the operating conditions, how was failur deformed, etc.). Use the back of this form, additional she vide full details of the problem. Failure to provide comple	e discovered, appearance of the failure point - pitted, discolored eets, sketches or clear 35mm photographs as necessary to pro-
Inspected and Submitted by:	
	FOR FACTORY USE ONLY:
	A.P.I. R.G. #
	GD MMT#

General Instructions for Return of Suspect Material For Warranty Consideration

Return Authorization

No material should be returned to Gardner Denver without proper written authorization, instructions and identification.

Requests for Warranty Consideration should be submitted on-line, as outlined in Section 5. A Warranty Return Authorization will be issued and identify the Gardner Denver location that the material should be returned to and must be used as a packing list with the shipment. Warranty Return Authorizations should be used for: materials determined to be inoperative prior to installation or during operation due to defects in material and/or workmanship.

Warranty Material Return Instructions

The return of suspect material for factory inspection is an essential phase of the warranty evaluation process. Returned material is examined to evaluate the complaint for warranty determination and/or assess the suspect component for potential product improvement. Therefore, all guidelines contained herein are essential for prompt reliable processing.

- 1. Suspect material should be protected from the elements at all times and packaged to protect the parts from further damage or deterioration during return shipment. Failure to properly protect parts could be cause for denial of the claim.
- 2. Do not mix inoperative parts from separate claims in the same shipping container.
- 3. A copy of the Warranty Return Authorization should be used as a Packing List for all returns intended for inspection and/or warranty consideration.
- 4. The copy of the Warranty Return Authorization should be firmly affixed to the outside of the shipping container and clearly identified for receiving inspection.
- 5. All returns to the factory are to be shipped freight prepaid. Gardner Denver will not accept collect shipments, and the material will be refused.
- 6. Materials being returned for warranty consideration should not be returned on documents other than a Warranty Return Authorization. Materials returned on standard Return Authorization will not be considered for warranty.

If warranty is subsequently denied on a returned Air End, the disposition will be as instructed by the Distributor on the claim form. If no disposition instructions were provided on the claim, the following processes will occur:

- If the returned item is suitable for remanufacture, a core credit (trade-in allowance) may be granted against the invoice of the replacement unit. Please contact the Compressor Customer Service Department to request core credit to be issued. Reference the Warranty Notification and Serial number in the request.
- Distributor may request that the core be returned to their location or to the customer. Shipment will be made Ex-works, Freight Collect to the requested location.
- If after thirty (30) calendar days Gardner Denver Service Department has not received advice concerning the disposal of the returned Airend, Gardner Denver will scrap the core locally.

CWM06-001

Other Returns

This procedure <u>only</u> addresses Warranty Claim returns. Refer to appropriate sales procedures for other returns, including; no longer required or excess inventory, shipment of incorrect material, cores for trade-in credit, broken/damaged product, freight damage and other miscellaneous returns.

Do not return material to Gardner Denver without a Warranty Return Authorization.

CWM08-001

Machine Start-up and Warranty Registration

The document shown below is for reference purposes only. Utilize the document provided with the machine, or go to GDInside for the most current version.



Oil-Less Compressor Registration & Start-Up Report

I.	Description	of	Unit
----	-------------	----	------

Compressor Unit sold by (distribut	or)		
		State	
		Amps	
Air-Cooled	Water-Cooled	□ Aftercooler	
Suction Unloader	Standard Air Filter		
II. Information Recorded at Start up	of unit		
Shipping blocks removed? 🗖	Hourmeter Working? 🗖		
Spring Isolator Adjustment Checkee	d? (Horizontal VT & WT only) 🗀		
Volts & Amps Recorded with Unit F	Running		
Volts Amps	Cut-in Pressure	Cut-Out Pressure	
Operation of all Controls Checked?			
CSL (Hospital) Filter 🗅			
Factor air filters must	be installed at the pump inle	for warranty to apply.	
	mote inlet air to the pump.		
This certifies that compressor has I	been installed, starter and check	ed for proper operation on	
		, 19 (Start-Up Date	
Unit Location			
Approved by			
for Owner			
		mpion Representative or Distributor	
Remarks			
One copy of this form must be sent		n: Service Department	
FAX # (815) 872-0421		n rth Euclid Avenue n, IL 61356	
THIS FORM MUST BE SH			

THIS FORM MUST BE SUBMITTED TO CHAMPION WITHIN 10 DAYS OF START-UP TO ENSURE ELIGIBILITY FOR FULL WARRANTY COVERAGE.

Champion Warranty & Service Manual

CWM08-001

Machine Start-up and Warranty Registration

End-User Name		
Phone ()	Fax	()
Contact	Title	e
concace	1100	
		IN 10 DAYS OF START-UP TO ENSURE EL
	BMITTED TO CHAMPION WITHI	
THIS FORM MUST BE SUI	BMITTED TO CHAMPION WITHI	
THIS FORM MUST BE SUI	BMITTED TO CHAMPION WITHI	
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Champion Warranty & Service Manual

CWM08-002

Machine Start-up and Wa	arranty Registration
The document shown below is for reference provided with the machine, or go to GDInside for	
ROTARY SCRE START-UP LIST - WA To Validate Warranty, Co	OINT PEN - PRESS HARD! To Be Completed By W COMPRESSORS Authorized Start Up Personne NRRANTY REGISTRATION MAIL TO: Service Manager Service Manager Omplete and Return to Factory 1301 N. Euclid Ave ys of Initial Operation Princeton, IL 61356
Company Name:	Machine S/N:
Address:	Machine Model:
City:	Start-Up Date:
State: Zip: This is a Check List Only! It does not replace the instructions contained in the Ser operating instructions. Provide Data and (/) Box as Reviewed: Review for Correctr	 rvice Manual ALWAYS refer to the Service Manual for proper procedures, methods, and ness of Assembly, Tightness, Proper and/or Safe Operation.
INSPECTION	OPERATION
Overall appearance and condition of unit is good, except as noted	Controller programmed for proper operation
below.	Controls set properly for machine rating
 Ample space around compressor for air circulation, maintenance, and repairs. 	Main motor rotation checked
Surface supports the weight of the compressor.	Fan motor rotation checked Safety and shutdown devices checked and functional
□ Floor makes 100% of contact with rails of the compressor base.	 Gauges, meters, and panel; lights operational
Hold down bolts/capscrews properly torqued.	Full load amps: T1 T2 T3
 All pipe fittings and connections checked. Pressure relief valve(s) installed where needed and properly sized. 	Unloaded amps: T1 T2 T3
 Inlet piping is properly sized, inspected, and cleaned. 	START UNIT: Check operating pressure on unit, observe and adjust controls for proper operation and system pressure.
□ Air filter properly assembled.	Discharge Air PSIG Pressure Setting to
Oil at proper level.	Discharge Air Temp
Coupling/belts alignment checked.	Motor Mfg Frame HP
Electrical Connections	Serial Number Volts Service Factor Motor Nameplate Amps
 Wiring checked per print and machine properly grounded. All connections checked for tightness and good contact. 	Starter Mfg Size Heater Size
 Motor leads properly connected, taped and wrapped. 	Review the following with owner personnel:
Correct heater size for motor protection.	Correct operating Procedures
	Safety precautions
	Recommended routine maintenance
	Programming controller
	 Each section of the Operator's Manual Leave a set of manuals at the compressor
	 Machine is leak free. Note: Within 10 days, owner should inspect for
	any leaks, that may have developed, and retighten connections.
	Describe the operating environment
NOTE: For optional 5 year warranty program you must also fill o	, ,
UNIT STARTED AND PERFORMING WELL?: YesNo	_ Remarks
Please Print or Type	
Customer Contact: Phone:	Started By:
Owner Signature:	•
Email address:	_ company neprocented
WHITE - Factory Copy PINK - Distributor Copy	CANARY - Owner Copy
When started by Distributor Copy When started by Distributor	BN-16 (5/00)

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