

# WARRANTY POLICY

## EG SERIES ELECTRIC POWERED LUBRICATED SCREW AIR COMPRESSORS



Always Better.

ELGi warrants that its air compressor product and its components will perform as per their specifications, for the periods of time indicated below when used, serviced and maintained in accordance with ELGi's instructions and specifications. If the ELGi product or its components fail to perform as warranted, ELGi will, at its option, repair or replace the product or component of the product as indicated and upon the terms and provisions set forth below:

ELGi warrants that the air compressor package will be free of manufacturing defects and bad workmanship.

### 1.0 Warranty Coverage

- 1.1 **Compressor Package:** 66 months from the date of shipment or 60 months from the date of commissioning, whichever occurs earlier, covering both parts and labour.

Compressor Package warranty includes motor, cooler, separator tank, fan motor, controller, all static parts of compressor, pressure and temperature switches, sensors and gauges, fittings and fasteners, canopy and canopy parts.

Package warranty excludes electrical parts, rubber and plastic parts, consumables and all maintenance kits.

- 1.2. **Airend:** 126 months from the date of shipment or 120 months from the date of commissioning, whichever occurs earlier, covering both parts and labour. Use of ELGi recommended lube oil is mandatory to avail this warranty.

- 1.3. **Variable Frequency Drive (VFD):** 42 months from the date of shipment or 36 months from the date of commissioning, whichever occurs earlier, covering both parts and labour.

- 1.4. **Electrical, Rubber and Plastic parts:** 18 months from the date of shipment or 12 months from the date of commissioning, whichever occurs earlier, covering both parts and labour.

- 1.5. **Consumables and Maintenance kits:** As per the maintenance / replacement schedule mentioned in the operation and maintenance manual supplied by ELGi along with the compressor package, covering both parts and labour.

### 2.0 Exclusions

- 2.1 Damages due to abnormal operating conditions such as high ambient temperature, excessive dust, dirt and humid operating conditions.
- 2.2. Damages caused by the usage of cooling water not meeting the ELGi recommended specifications (applicable for water cooled units).
- 2.3. Failures resulting from improper electrical wiring or connections outside the compressor.
- 2.4. Damages caused by the application of abnormal or incorrect power supply or accidents.
- 2.5. Failures caused by the negligent use, wilful abuse or misuse.
- 2.6. Repairs or services not carried out by ELGi or its authorized service provider.
- 2.7. Compressors used as rental equipment are excluded from the scope of warranty.
- 2.8. Labour charges incurred for regular scheduled maintenance activities.

### 3.0 Terms and Conditions of Warranty

Warranty will be applicable only if:

- 3.1. The compressor package is installed as per ELGi recommended guidelines.
- 3.2. Initial commissioning is carried out by ELGi or its authorized distributor/dealer.
- 3.3. The warranty registration is done by submitting the commissioning report/warranty card to ELGi within 15 days of commissioning.
- 3.4. Customer participates in ELGi's free oil sampling program every 4000 hours or every 12 months, whichever occurs earlier. Oil samples are to be done prior to oil changes.
- 3.5. ELGi's genuine spares, consumables & lubricants are used at all times.
- 3.6. All repairs of a warranty nature are completed by ELGi or an ELGi authorized service provider.

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- 3.7. Maintenance instructions and schedules as detailed in ELGi's operation & maintenance manual are followed.
- 3.8. The on-going servicing and maintenance of the compressor package is performed by an ELGi authorized technician. Customers having sufficient resources for servicing the compressor package must produce detailed maintenance logs and parts invoices upon request from ELGi.
- 3.9. The compressor package is taken into long term storage if kept idle for a period longer than 6 months, as per instructions in ELGi's operation & maintenance manual.
- 3.10. The customer and/or ELGi authorized service provider is obligated to keep all copies of maintenance records and proof of purchase of consumables and spare parts during the warranty period.
- 3.11. Customer maintains the following documents and produces the same to ELGi if requested prior to making or along with any warranty claim.
  - I Copies of maintenance logs
  - ii. Lubricant sample reports
  - iii. Proof of purchase of ELGi genuine OEM parts and lubricants
  - iv. Copy of signed warranty document
- 3.12. ELGi reserves the right to repair or replace a component that is proven to be defective and request return of the defective component for inspection within 30 days of the return request. ELGi will pay the freight for components it requests to be returned.
- 3.13. The warranty policy covers only components as mentioned under scope of this document.
- 3.14. Warranty on factory repaired or replaced components shall expire along with the term of this warranty.
- 3.15. The benefits of this warranty apply only to the first commercial user and owner and cannot be transferred or reassigned.

- 3.16. The defective compressor or component which is replaced will become the property of ELGi.
- 3.17. Replacement or repair of defective component shall be at the discretion of ELGi only, based on validation of complaint, nature and extent of damage.
- 3.18. Each warranty claim needs to be logged within 24 working hours in the ELGi customer care system

### **4.0 Conditions that will Void or Invalidate the Warranty**

- 4.1. Failure to abide by the warranty conditions, unless otherwise approved in writing by ELGi's authorized personnel.
- 4.2. Repairs carried out on the compressor package without prior written authorization by ELGi's authorized personnel.
- 4.3. Nonconformity to ELGi's operating instructions, specifications, guidelines, maintenance and service instructions.
- 4.4. Equipment conditions as a result of the normal wear and tear, components not being replaced as per ELGi's recommended maintenance schedule, abnormal or unusually harsh operating conditions, negligent use of the compressor package, accidents and shipping damage.
- 4.5. If the maintenance or service carried out by a technician is not authorized by ELGi.
- 4.6. Usage of non-genuine spare parts/components and lubricants.
- 4.7. Customization or modification of ELGi supplied compressor package and/or its components without written consent from ELGi.
- 4.8. Re-installation of the compressor package from one location to another unless verified and re-commissioned by ELGi's authorized personnel.

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- 4.9. If the compressor package is not commissioned within 6 months of receipt unless otherwise recertified by ELGi's authorized personnel.
- 4.10. If the customer does not sign service reports.
- 4.11. If the equipment is opened (other than for maintenance as mentioned in the operations and maintenance manual) during the warranty period, without written approval by ELGi authorized personnel.

### 5.0 Limitation of Liability

ELGi shall not be liable for any loss of profit, loss of production, loss of income or contract, loss of goodwill, or for indirect or consequential, or incidental loss or damage of any kind whatsoever.

In no event shall ELGi be liable for any claims or losses having a value higher than the original purchase price of the compressor package.

### 6.0 Force Majeure

ELGi is not liable for failure to perform its warranty obligations herein if such failure is as a result of events beyond its control such as, but not limited to, Acts of God (including but not limited to fire, flood, epidemic, pandemic, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war or unrest, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, labor dispute, strike, lockout or interruption or failure of electricity or insufficient telephone service.

### 7.0 Disclaimer

THE WARRANTY EXPRESSLY SET FORTH HEREIN IS THE ONLY WARRANTY PROVIDED BY ELGi WITH RESPECT TO THE AFOREMENTIONED PRODUCTS. ELGi EXPRESSLY DENIES AND DISCLAIMS ALL OTHER WARRANTIES, CONDITIONS OR REPRESENTATIONS OF ANY KIND WHATSOEVER, EITHER EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE AND ELGi SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### 8.0 Governing law and Jurisdiction

This warranty is governed by the laws of India without regard to conflicts of laws. The competent courts at Coimbatore, India alone shall have exclusive jurisdiction to decide any claims or disputes arising out of or under this warranty.

### 9.0 User Information

Company Name:

Address:

Contact Person:

Contact Details:

By providing the e-mail ID and contact number of your authorised person within your organization, you have consented that such person should only be contacted for all matters connected to these warranty terms. We assure to store this information digitally and use the same only for rendering the warranty services in accordance hereof. We will notify you of any data breach, system hack, loss or damage of data, disclosure, alteration and erasure of such information.

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## 10.0 Compressor Details

(To be entered by an ELGi Authorized Personnel)

Compressor Fabrication Number:

Airend Serial Number:

Main Motor Serial Number

Cooler Serial Number

Separator Tank Serial Number

Fan motor Serial Number

Controller Serial Number

VFD Serial Number

Commissioning Date:

Commissioned by:

## 11.0 Place and Date

I have read and accepted all the Terms and Conditions of this Warranty Policy completely.

Customer Seal and Signature:

Authorized ELGi Signature