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## **WARRANTY PROCEDURE**

The following procedure must be followed for all warranty situations in order to ensure prompt remedial action and avoid problems with any warranty claims and credit/payment. Please note that this policy applies to equipment sold and installed within Canada only. This procedure applies to products sold by C.A.G. PURIFICATION INC. under the following brand names: BEKO, WALKER, FRIULAIR-Purestream, AIRCOM-Purestream Piping.

- 1. When a customer (end user) notifies a dealer of a problem with equipment sold by C.A.G. Purification Inc., the dealer must first make all attempts to diagnose the difficulty by phone with the end user, and then, if further action is required, call C.A.G. Purification Inc. to report the service incident. The dealer MUST have the unit MODEL NUMBER, SERIAL NUMBER and ORIGINAL PURCHASE ORDER NUMBER to report the claim.**
- 2. C.A.G. Purification Inc. will then confirm the problem with the dealer and indicate the required action to provide a solution. If the dealer is not certain of the cause, C.A.G. Purification Inc. will call the end user directly to attempt to accurately diagnose the problem. The end user may be asked to make simple on-site observations in order to assist C.A.G. Purification Inc. in diagnosing the problem.**

**NOTE:** If steps 1 & 2 are not carried out, C.A.G. Purification Inc. will not be responsible for any labour, parts or travel time incurred by the dealer in diagnosing problems on site.

- 3. When the problem is identified, C.A.G. Purification Inc. will issue a WR (warranty report) number and advise the dealer to proceed with the Warranty Repair or Return and arrange to ship any required parts to the dealer as soon as possible. The WR will contain all pertinent information regarding the current situation including specific unit information; a description of the problem; action recommend by C.A.G. Purification Inc. or its Service contractor; and any parts and or labour required including associated costs. All correspondence regarding a particular incident must include the WR number provided by C.A.G. Purification Inc. The WR can be generated via telephone, fax and email.**

In the case of warranty parts a thirty-day (30) period will be allowed for the return of the defective part(s) unless advised by C.A.G. Purification Inc. to field scrap. The freight charges for the return of the defective goods will be paid by C.A.G. Purification Inc. only if the specified freight company is used, as requested by C.A.G. Purification Inc.. All returned parts must be shipped collect and must be marked with the appropriate WR number. No returned parts will be accepted without a valid WR number clearly marked on the carton or packing slip.

4. C.A.G. Purification Inc. will make a determination as to whether or not the customer (user) is willing and able to make a simple part change. If the problem is more involved, requiring a refrigeration technician to evacuate, check, charge or repair the refrigeration system, C.A.G. Purification Inc. will either, (1) approve a service trip by the dealer, (2) contract with a refrigeration service company, or (3) advise that the unit be returned to the factory for repairs. This decision will be based on the availability of a qualified service technician at the dealer, and/or the distance to the customer's location, and is at the sole discretion of C.A.G. Purification Inc. Other products supplied by C.A.G. Purification Inc. may or may not require a technician to service or return.
5. If an outside contractor is employed, C.A.G. Purification Inc. will issue a purchase order directly to the contractor. The dealer and/or customer may be involved in the contractor selection, but the transaction will be between the contractor and C.A.G. Purification Inc. . Any invoice originating from a service company, which has not been previously authorized by C.A.G. Purification Inc. will not be recognized by C.A.G. Purification Inc.
6. Any warranty labour authorized to be provided by the dealer will be indicated on the WR issued for that specific situation. The WR will indicate the maximum labour time and hourly labour rate allowed under warranty for the specific repair required. A new WR must be issued for each service incident. NO LABOUR CLAIMS WILL BE PAID WITHOUT A VALID WR NUMBER. ALL INVOICES FOR WARRANTY CLAIMS MUST BE RECEIVED WITHIN 45 DAYS OF THE INCIDENT DATE. The distributor or contractor must "guarantee" their repair work. For example, if a leak is repaired and then, later, leaks in the same location, the dealer or contractor is liable for all costs associated with the additional repair (assuming the new leak is not the result of equipment malfunction). Unauthorized repairs or modifications will void all warranties.
7. Warranty labour rates allowed by C.A.G. Purification Inc. are \$65.00 per hour or as indicated on the WR. Labour rate exceptions are at the sole discretion of C.A.G. Purification Inc. Overtime labour rates are not covered under warranty.
8. Specifically, NOT included under warranty are any "truck loading" or "equipment rental" charges or installation and any other costs incurred by the end user due to downtime etc.

**NOTE:** Items 7 & 9 will contribute, in part, to the C.A.G. Purification Inc. decision regarding the selection of the distributor's service technician, an outside contractor, or factory repair.

This policy is designed to simplify and clarify the obligations of C.A.G. Purification Inc., in the event that warranty parts or service are required for any C.A.G. Purification Inc. equipment. Adherence to this policy will result in the prompt and efficient resolution of any warranty situation.