

The following document outlines the new product warranty strictly for Mattei USA branded air treatment products offered exclusively by Mattei Compressors Inc. It also offers a clear understanding of warranty procedures, coverage and time allowances. The goal is to better serve you by ensuring accuracy and consistency on warranty claims filed with us, which will also result in faster resolution of claims for you.

Mattei Compressors, Inc. Warranty Overview

Mattei Branded Air Treatment Products

Refrigerated Dryer Coverage: (Series: MFD, MHT)

- Defects in materials or workmanship. 18 Months From Date of Shipment from the factory or 12 months from Date of Installation/Start Up* – 100% Parts and Labor Per Defined Time Allowances

Refrigerated Dryer Coverage: (Series: MTS, MDS)

- 30 months from date of shipment from the factory or 24 months from date of installation/startup – 100% Parts and Labor Per Defined Time Allowances

Refrigerated Dryer Coverage: (Series: MCD)

- Defects in materials or workmanship. 18 Months From Date of Shipment from the factory or 12 months from Date of Installation/Start Up* – 100% Parts and Labor Per Defined Time Allowances
- Months 19 through 24 – 100% Parts and 0% Labor
- Extended warranty on major components for the MCD 265-6000:
 1. Refrigerant Compressors
 2. Heat Exchanger
 3. Condenser
 - Prorated parts are only covered for a total of 5 years from original date of shipment from the factory per below:

19 – 24 months	70%
25 – 36 months	50%
37 – 48 months	30%
49 – 60 months	10%

NOTE: Properly applied Mattei pre-filter required to the inlet of dryer and non-corrosive piping.

Desiccant Dryer Coverage: (Series: MPD, MHD, MBD)

- Defects in materials or workmanship. 18 Months From Date of Shipment from the factory or 12 months from Date of Installation/Start Up* – 100% Parts and Labor Per Defined Time Allowances
- Extended warranty on major components
 - **Valves** – 5 Years from Date of Shipment on switching valves (high performance butterfly valves 3" and larger & full flow poppet valves – 100 SCFM and larger), 18 Months from Date of Shipment on Labor per defined time allowances.
 - **Heater Element** – 10 years from date of shipment, 18 months from Date of Shipment on Labor per defined time allowances.

NOTE: Properly applied Mattei pre-filter required to the inlet of dryer and non-corrosive piping.

Desiccant Dryer Coverage: (Series: MMD)

- Defects in materials or workmanship. 18 Months From Date of Shipment from the factory or 12 months from Date of Installation/Start Up* – 100% Parts and Labor Per Defined Time Allowances

NOTE: Properly applied Mattei pre-filter required to the inlet of dryer and non-corrosive piping.

Desiccant Dryer Coverage: (Series: MWP)

- Defects in materials or workmanship. 18 Months From Date of Shipment from the factory or 12 months from Date of Installation/Start Up* – 100% Parts and Labor Per Defined Time Allowances

NOTE: Properly applied Mattei pre-filter required to the inlet of dryer and non-corrosive piping.

Filtration Products: (Series: MF, MFF)

- Elements: One year from purchase date parts only - Does not include any labor.
- Cast & Fabricated Housings: Ten year from purchase date parts only - Does not include any labor.

Filtration Products: (Series: MME)

- Defects in materials or workmanship. Five year from purchase date on the element, one year from purchase date parts only – Does not include any labor.

Oil/Water Separators: (Series: MCS)

- One year from purchase date parts only - Does not include any labor.

Spare Parts

- One year from purchase date parts only - Does not include any labor.

International Shipments

Our policies cover equipment within the United States and Canada. Any units shipped to or sold outside the United States or Canada will be covered under the parts only portion of the standard policy.

***Requires registration using Parker Registration Card supplied with the technical manual. Card must be submitted within 1 year from date of shipment.**

What is Not Covered by the Standard Warranty

Damage caused by accident

Damage caused by fire, theft, freezing, vandalism

Damage caused by operation outside the rated conditions

- Operation of the unit in ambient temperature over or below specified rated temperatures
- Operation of the unit with the inlet air temperature over or below specified rated temperatures
- Operation in excess of rated SCFM
- Operation in excess or below specified rated PSIG
- Operation of the unit in excess or below any other rated parameters as specified for the equipment

Damage caused by corrosion due to environment and/or chemical treatments.

Damage caused by lack of maintenance

- Damage caused by failure to follow requirements of the maintenance schedule is not covered. Proof of proper maintenance is the owner's responsibility. Keep all records and make them available if questions arise about maintenance.
- Performing normal maintenance is not covered and is to be done at the customer's expense, including cleaning condenser, drains, filters, mufflers, adjustments to valves, etc.

Dryer Alteration by Distributor or End User

- This warranty does not cover alteration of the dryer or failure of dryer caused by alterations.

Economic Loss

- This warranty does not cover any consequential damage, economic loss, extra expense including payment for the loss of time, pay, inconvenience, storage, removal, reinstallation, loss of dryer use, dryer rental expense, lodging, meals, or other travel.

Additional Mattei Compressors Inc. Warranty Guidelines

Proper use of the warranty policy procedure is intended to ensure timely processing of any product claims to Mattei Compressors Inc.

- It is expected the customer understands the policy and heeds to that policy. If there are extenuating circumstances, please contact Mattei Compressors Inc. for approval prior to performing any work.
- When the customer needs to use a local service company (due to unavailability of qualified technicians at local distributors, through a Mattei Compressors Inc. contractor or through Mattei Compressors Inc. direct), the customer needs to be informed that Mattei Compressors Inc. will reimburse only to our policy time allowances and \$/hr. as stated herein.
- If the true root cause of the issue is due to misapplication, abuse, changed settings, lack of appropriate maintenance, etc., the customer will bear the cost. Necessary information to be supplied to Parker:
 - i. System set up details
 - ii. Operating conditions
 - iii. Full descriptions of the issue

This will allow us to get to the root cause and ultimately provide corrective action.

Mattei Compressors Inc. does not offer recommendations on facility hook up of our units (Piping type, piping layout, electrical hook ups, etc.). This is the responsibility of the customer or their general contractor.

Mattei Compressors Inc. requires a review of any claim which will result in a greater than \$2,000.00 claim prior to any work performed or product replaced. This will allow all parties the opportunity make the best decision for the customer.

Mattei Compressors Inc. recommends not to repair units where the cost to do so exceeds the cost of a new unit.

Mattei Compressors Inc. requires customers to submit freight damage claims with the carrier as that is the responsibility of the customer. This is the last opportunity to ensure the carrier is held responsible for any loss or damage that occurred during transportation. The type of notation placed on the carrier's freight bill may well determine if the customer is able to recover the full actual loss. The customer must take the time to make a full and complete inspection at the time of delivery. Mattei Compressors Inc. cannot be held responsible for freight damage.

- We encourage the use of Parker preferred carriers so we can help in the claims process.

By following these guidelines we plan to provide consistency in application of our policy, gain significant improvement in cycle time of handling, reduce customer costs and provide a much improved warranty experience to our customers.

Please call Mattei Compressors Inc. if you have any questions.
Thank you for your patronage & cooperation.

Warranty Claim Process:

- It is expected that proper installation procedures were followed and all required maintenance was performed on the purchased unit. **NOTE: IMPROPER INSTALLATION AND INADEQUATE MAINTENANCE WILL VOID APPLIED WARRANTIES.**
- In the event that a product under warranty requires service, a trip can be made by the qualified technician of your staff. If you do not have qualified technicians on staff, the MATTEI Technical Support Service department can be reached at 410-521-7020 so that a MATTEI/PDF contracted technician will be utilized. If required, further assistance can be provided by the MATTEI/PDF Service staff.
- If it is found that a replacement component is required to complete the repair, a standard parts order must be placed with the MATTEI Parts Department. **NOTE: PRIOR AUTHORIZATION IS REQUIRED FOR ANY PART PURCHASED LOCALLY AND WILL ONLY BE AUTHORIZED IF THE PART IS NOT AVAILABLE THROUGH PDF. ANY PART PURCHASED LOCALLY WITHOUT AUTHORIZATION CAN NOT BE REIMBURSED ON THE WARRANTY CLAIM AND WILL VOID FUTURE WARRANTY.**
- Once the replacement part arrives, a trip to the site will then be made to replace the defective component. **NOTE: DO NOT DISCARD THE DEFECTIVE COMPONENT AFTER THE REPAIR.**
- **Within 60 days of completion of the job, a warranty claim must be filed using a completed PDF Warranty Claim Form.** The amount of labor claimed must match the PDF rate schedule and the allowable time allotments based on the type of repair. If any parts were required in the repair, they will also need to be included on the claim form referencing the sales order the part was purchased under. In the event the parts used were from your stock please note as such. **NOTE: ANY SPECIAL CIRCUMSTANCES REQUIRING LABOR ABOVE AND BEYOND THE TIME ALLOWANCE MUST BE AUTHORIZED IN WRITING BY PDF PRIOR TO THE REPAIR. ANY ADDITIONAL LABOR USED BEYOND THE RATE SCHEDULE WILL BE YOUR RESPONSIBILITY. ALSO NOTE: ANY CLAIM NOT FILED WITHIN 60 DAYS AFTER COMPLETION OF THE REPAIR WILL NOT BE REIMBURSED.**
- Upon receipt of the claim, PDF will review and determine if the parts replaced need to be returned. If a part is required to be returned, an Authorization To Return (ATR) Packing Slip will be provided with an associated ATR Number. **The part will then need to be returned to PDF, freight collect, within 45 days accompanied by the ATR packing slip placed on the package.** If the repaired part does not need to be returned you will be advised to field scrap it and the claim will be processed. **NOTE: ANY PART NOT RETURNED WITHIN THE REQUIRED 45 DAYS WILL NOT BE REIMBURSED ON THE CLAIM.**
- On claims that require repaired parts return, the claim will be processed after the part has been evaluated by an appropriate MATTEI/PDF employee or by the appropriate MATTEI/PDF supplier. The claims will be paid in the form of a credit to the customer's account.