

Applicable

This warranty document becomes effective March 1, 2018 and remains in effect until a new document is issued. If a product was purchased subsequent to this date the terms of this warranty apply. The warranty in affect at the time of purchase will be the warranty used to determine the rights of the purchaser.

General Warranty

Euramco Safety warrants products against defects in material and workmanship from the date of original purchase for the period indicated by product line/type.

RAMFAN blowers and blower accessories	12 Months
GX-Series Turboventilators	36 Months
EX-Series Turboventilators	36 Months
Lithium-Ion Battery Pack	36 Months
VX-Series Lg. Structure Ventilators	24 Months
Inline Heating & Misting Accessories	12 Months
ECKO Blowers and Accessories	12 Months

All items are warranted except as noted. Exceptions and Exclusions: Wear items are not warranted after the product is put into use. Such items include but are not limited to feet, fasteners, grips, handles, wheels, tires, cables, paint, finish, ducting bags and labeling. Warranty is void if a product is operated or used in a manner for which it was not intended, or if the product is operated without lubrication, proper fuel or in a manner not covered in the engine or blower documentation. Gasoline Engines: Honda/Briggs & Stratton engines are warranted directly by the engine manufacturer. Euramco Safety can assist you in obtaining this service if necessary. Euramco Safety warns against the use of fuel with the addition of ethanol as this will plug orifices and jets when the blower is stored for prolonged periods without running and this cleaning is not warranted. Electric motors: Supplied power must conform with the labeled voltage and frequency. Motors are warranted for 2 years by Euramco Safety and warranty services are obtained directly from Euramco Safety.

Lithium-ion battery packs

RAMFAN lithium-ion packs are subject to a limited life depending on number of charge/discharge cycles, conditions of storage, average depth of discharge and physical mishandling. As the packs age, energy storage declines, which the user will note as not holding a charge or not as many minutes of runtime. For peak performance new battery(s) should be purchased when runtime is reduced 40-50%. Degradation of battery performance is not warranted. The limited warranty extended to the user is for a fully functioning battery to hold a full, as-advertised, watt-hour charge at time of purchase, and to be functioning for the period of warranty above. Reduction of charge capacity is dependent on type and severity of use and thus not warrantable.

Warranty and Service – POLICY

There are two types of service available for Euramco Safety products. Warranty service and Non-Warranty Service.

a. Warranty Service: Service is available in accordance with the warranty of the product line. The warranty is valid from the time the unit was put into service by the end-user but in no case longer than the warranty period plus 12 months from the time the unit was shipped from Euramco Safety stock. All warranties by Euramco Safety are for defects in workmanship and materials and the liability is limited to repair of these defects and or replacement cost of the item. For verification purposes the serial number of the unit and proof of purchase will be required.

b. Non-Warranty Service: Service is available from our factory or authorized service center. Rates for service, spare parts pricing, etc. can be obtained directly from Euramco Safety.

Validation of Warranty is an important first step in the warranty process. Validation consists of a simple check of our serialized records to insure validity of the warranty. The customer can find the serial number affixed to the unit on a serialized sticker. Additionally dealer or distributor records can be consulted to determine date of sale. In most cases the serial number is sufficient unless a considerable amount of time has passed since the item left Euramco Safety stocks.

Authorization to Return for Service: Once the item has been successfully validated as under warranty a return for service authorization will be issued to the customer. Please insert a copy into the return shipment in order to expedite repairs. Freight Policy: Freight to return goods for service will be paid for by the company making the return. Repairs and Determination of Warranty: After receipt of goods in which an authorization to return for service has been issued the goods will be evaluated to insure the required repairs are actually warrantable. If

so, the goods will be repaired and dispatched back to the customer as expeditiously as possible. For US, EU, and China customers only, credit for incoming freight will be made only to authorized dealers as a credit on account and shall be an amount equal to the current rate to ship via UPS Ground from the customer to the repairing facility. If not, an estimate will be made and forwarded to the customer for his review and approval. Upon approval the goods will be repaired and sent back to the customer.

Place of Repair: Repair and Warranty service can be obtained at our authorized service centers in the US and China.

Terms and Conditions of Sale

- a) Discounts apply ONLY if account is within terms on date of order.
- b) Terms: Prepayment, unless otherwise agreed.
- c) All prices are Ex-Works: Spring Valley, California 91978 or Luxembourg warehouse, Dubai warehouse or China warehouse, depending on point of origin.
- d) Freight Policy: Prepay and add to invoice unless otherwise arranged. Due to mishandling experience by courier, Gasoline Driven blowers greater than 50 lbs/23 kg will be shipped on pallet by truck and not by UPS or FedEx.
- e) All accounts to be within terms prior to shipment.
- f) Returns on unopened & unused products within 30 days only. 15% restocking fee applicable for orders returned for customer convenience. US\$25/€25 repackaging fee/box applicable in all cases.
- g) Minimum order is US\$25.00/€25.00. For orders less than minimum add US\$6.00/€6.00 service charge
- h) Return Material Authorization (RMA) is required before return of any product and must accompany product to insure prompt response. Returns without authorization subject to US\$25/€25 handling fee. The RMA is valid for 30 days from date of issuance.

Ordering from EURAMCO

- a) Verbal orders will not be processed until confirmed in writing. All orders must be received in hardcopy form via fax, email, post or acceptable social media format.
- b) Purchase orders must be on the letterhead or document format of the ordering company
- c) To ensure accurate processing and timely delivery please include:
 - i. Customer ID: Account number assigned to distributor by EURAMCO
 - ii. Fax Number or Email Address: Order confirmation will be sent to this number/address
- d) All orders are confirmed via fax or email. Check the order confirmation for accuracy and note the scheduled shipping date, which may vary from your requested date.
- e) Once orders are ready for delivery, they will be processed for shipping in accordance with the terms of delivery. If your company is on open credit terms the order will be shipped and you will be advised of the shipping. Should payment be required in advance of shipping, the payment must be received within two weeks of the noticed or scheduled ship date or the goods may be de-allocated and committed to other customers.
- f) Certain products require a Product Specification form to be filled out before order will be processed. This helps to ensure that the product is correct for the application. EURAMCO will provide the form at time of order.