

Euramco Group – Terms of Sale and Warranty 2019

Warranty

Applicable

This warranty document becomes effective March 1, 2019 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 warrants products against defects in material and workmanship from the date of original purchase for the period indicated by product line/type.

Product Group	Warranty Term
RAMFAN Fire & Rescue	
GX-Series/ EX-Series	36 Months
VX-Series	24 Months
All others	12 Months
RAMFAN Hazardous Location	
RAMFAN Hazardous Location blowers	12 Months
RAMFAN Workplace Safety	
RAMFAN Workplace Safety blowers	12 Months
RAMFAN Accessories	
40V Li-Ion Battery Packs (for EX50Li)	36 Months
Inline Heating & Misting Accessories	12 Months
RAMFAN Accessories	12 Months
ECKO Safety	
ECKO Blowers and Accessories (US only)	6 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 and Briggs & Stratton (incl. Vanguard) engines are warranted directly by the engine manufacturer. Euramco can assist you in obtaining this service if necessary. Euramco 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 and warranty services are obtained directly from Euramco.

Lithium-ion battery packs

RAMFAN lithium-ion battery 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, battery(s) should be replaced when runtime is reduced >40%. 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.

RAMFAN R2 and M1 battery packs are splash, water, and dust resistant and were tested under controlled laboratory conditions with a rating of IP66 under IEC standard 60529 (protection against heavy seas or powerful jets of water). Splash, water, and dust resistance are not permanent conditions and resistance might decrease as a result of normal wear. Do not attempt to disassemble battery pack as it can lead to water ingress and damage. Do not attempt to charge a wet battery; refer to the user guide for cleaning and drying instructions. Liquid damage not covered under warranty.

Warranty and Service – POLICY

There are two types of service available for Euramco 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 stock. All warranties by Euramco 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 for warranty processing.

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

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 stocks.

Authorization to Return for Service: Once the item has been successfully validated as under warranty, a return for service authorization (RMA) will be issued to the customer. Insert a copy of RMA into return shipment 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 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. For a complete list of authorized service centers, contact Euramco at theteam@euramco.com.

Terms and Conditions of Sale

- a) Discounts: Discounts apply ONLY if account is within terms on date of order.
- b) Payment Terms: Prepayment, unless otherwise agreed.
- c) Pricing: All pricing is Ex-Works (EXW) per INCOTERMS 2010, Euramco site. Specific Euramco site of delivery to be determined by Euramco at time of order, depending on customer location, stock availability, and other factors.
 - a. Euramco operates distribution sites in:
 - i. Spring Valley, California, USA
 - ii. Contern, Luxembourg
 - iii. Dubai Logistics City, Jebel Ali FTZ, Dubai, UAE
 - iv. Ningbo, China
- d) Terms of Delivery: Carriage Paid To (CPT) per INCOTERMS 2010, unless otherwise arranged by customer. 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 Express Carrier.
- 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.
- 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 via fax, email, or post.
- 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.