



Warranty Policy

Table of Contents

Purpose/Objective	Page 2
Section 2: Package Startup & Registration	
Registering Start-up	Page 3
Section 3: Warranty Policy & Coverage	
Warranty Statement.....	Page 3
Standard Warranty.....	Page 3
Coverage by Product.....	Page 3
Extended Warranty	Page 3
Terms & Conditions.....	Page 4
Non-warranty Conditions.....	Page 5
Limitation of Liability.....	Page 6
Force Majeure	Page 5
Section 4: Oil Sampling Policy & Procedures	
Oil Sampling Requirements.....	Page 6
Section 5: Warranty Service & Procedures	
Machine Serial Number	Page 6
Warranty Service Provider	Page 6
Performing Warranty Service.....	Page 7

Section 6: Warranty Service

Parts.....	Page 8
Freight.....	Page 8
Exclusions.....	Page 9

Section 1: General Information

Hodge Compressor, LLC (hereafter “HC”) warrants that its products are free from defects in materials and workmanship pursuant to the limited warranty set forth in HC Terms and Conditions of Sale. The warranty coverage period determines how long a machine will be considered under warranty. Warranty coverage begins from the product commissioning/startup date as registered with or product ship date from the factory.

This procedure manual supersedes all previous policies and procedures of the HC Warranty Department, whether written, expressed, implied or accepted in the past.

Purpose/Objective

The information in this manual has been compiled to address most questions regarding HC products warranties. It contains definitions of the limits of warranty coverage, the procedures for obtaining warranty service, the responsibilities of all parties, and explains how warranty procedures will be applied.

It is the intent of HC to uphold the policies and procedures as outlined in this handbook. We are committed to providing the best possible service to our customers, service providers, distributors, original equipment manufacturers, and end users alike.

Every effort has been made to ensure the information contained in this handbook is accurate. However, HC reserves the right to make changes, or additions without prior notification to the field.

Proper installation and maintenance of HC products is the responsibility of the end user and owner of the equipment by either performing the work themselves or a contractor/service provider, and by following the proper installation and maintenance procedures. HC requires the use of HC genuine parts (including fluids) in all HC products for all Warranty Programs. If the owner/operator chooses to use a different brand of parts, they assume responsibility for any related problems. In the event of the equipment(s) not being serviced at the proper intervals, all warranties are voided. In the event that any non-genuine parts (including fluids) are used for service, all warranties are voided. If the fluid (oil) is mixed or contaminated, all warranties will be voided.

Section 2: Package Start-Up

Start-up service (which includes motor/compressor coupling alignment, belt tension, minor leaks, proper electrical connections, safety shutdown system check, etc.) as well as any minor adjustments is the responsibility of a qualified technician from the start-up distributor/service provider. Package startup form/checklist can be found at the HC customer document repository.

Registering Start-Up

The authorized distributor/service provider performing the start-up is required to submit a start-up report/checklist upon installation of HC products within 30 days of commissioning. The startup report/checklist must be submitted on the Hodge Kloud. The machine startup registration establishes the warranty coverage start date. Failure to submit a completed registration and startup checklist within thirty (30) days of startup voids participation in any HC Warranty and the applicable extended warranties revert to the standard warranties.

Section 3: Warranty Policy & Coverage

Hodge Compressor, LLC (HC) warrants Air Compressor Products against manufacturing defects and workmanship under normal conditions, use and service, as follows:

Standard Warranty for All Air Compressor Products:

Complete compressor package for 12 months from the date of start-up or 18 months from the date of shipment, whichever occurs first (Parts and Labor included). Standard warranty on Airends is 24 months. Other major components* are outlined in the following table:

Extended & Forever Warranties for Air Compressor Products: (at or below 150 psig discharge pressure)

Airend Warranty (Standard, Extended, and Forever)

Series	Standard	Extended	Premium
HB	2	5	11
HD	2	11	Forever
HV	2	5	11
HT	2	5	Forever
HTV	2	5	11

Motor Warranty (Standard, Extended, and Forever)

Series	Standard	Extended	Premium
HB	1	1	2
HD	1	1	2
HV	1	1	2
HT	1	1	2
HTV	1	1	2

Cooler Warranty (Standard, Extended, and Forever)

Series	Standard	Extended	Forever
HB	1	1	2
HD	1	1	2
HV	1	1	2
HT	1	1	2
HTV	1	1	2

Sump Tank Warranty (Standard, Extended, and Forever)

Series	Standard	Extended	Forever
HB	1	2	2
HD	1	2	2
HV	1	2	2
HT	1	2	2
HTV	1	2	2

Extended Warranty Stipulations: Extended warranties are subject to the following conditions. Failure to follow these terms will void the Extended Warranty.

- This warranty policy is applicable for a Rotary Screw Compressor sold in North America by HC and/or an authorized HC distributor.
- This warranty is to the first owner or commercial user and is non-transferrable.
- Authorized start-up must be performed only by HC's authorized distributor or personnel.
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- A completed start-up report must be submitted by HC or an authorized HC distributor to HC within 30 days of start-up.
- Only genuine HC maintenance, oil, repair, and service parts shall be used on the compressor or the warranty will be void.
- Maintenance as prescribed in the Operation & Maintenance Manual must be performed. Maintenance records must be made available to HC upon their request.
- Oil samples for **Vision8000** are to be taken every 2,000 hours or semi-annually, whichever occurs first. **FAILURE TO USE HC OIL SAMPLE KITS AND SUBMIT A NEW OIL SAMPLE EVERY 2000 HOURS OR SEMI-ANNUALLY WILL RESULT IN YOUR WARRANTY BEING VOIDED.**
- Oil Samples for all FOOD GRADE (Vision4000) fluids are to be taken every 1000 hours or semi-annually, whichever occurs first.
- The compressor must be maintained with HC synthetic (Vision8000) or HC Food Grade (Vision4000) fluid only. Proper maintenance procedures on oil change must be followed, adjusted to operating conditions and as directed by the oil analysis report.
- The rules of standard warranty policy apply regardless of coverage length.
- Strict adherence to installation, operation and maintenance conditions as prescribed in the Hodge Operation & Maintenance Manual.
- Compressors that qualify for a Forever Airend Warranty; Parts and Labor are covered forever.
- Special or custom orders are subject to limited/reduced or adjusted extended warranties at the manufacturers discretion and include but are not limited to:
 1. Compressors that operate over 150 psig discharge pressure are covered for 1 year package warranty and two years airend warranty and are not covered under extended or forever warranty.
 2. Compressors that operate in ambient conditions above 100 degrees Fahrenheit will not be covered under extended or forever warranty.

Spare Parts: 90 days from the date of sale by authorized HC distributor or 6 months from the date of shipment from HC, whichever occurs first.

Warranty Terms and Conditions:

- Normal wear parts are not covered under the Extended or Life Time Warranty policy.
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- Labor will not be covered for any compressor that is 100 miles or more away from a HC Authorized distributor. Parts will be shipped to the end user and defective part must be returned for evaluation
- The customer and/or authorized distributor is obligated to keep all copies of maintenance records, proof of purchase of consumables or spare parts and fluid sampling analysis reports during the warranty period. Warranty claims under Hodge Extended or Forever Warranty must have the following information available upon request:
 1. Completed HC Warranty Claim Report Form
 2. Copy of Warranty Registration Form
 3. Copy of Start-up form
 4. Copies of Maintenance Logs
 5. Proof of Purchase of HC genuine parts and oil
 6. Copies of fluid analysis reports
- Warranty claims must be submitted within 30 days of the failure.
- HC reserves the right to repair or replace the part proved defective and request return of the defective part for inspection. Parts must be returned within 45 days of such request or the warranty claim will be rejected.
- Warranty on factory repaired parts against manufacturing defects or workmanship is 90 days or until the end of the original warranty of the product in question, whichever is longer.
- The Extended/Forever Warranty Policy shall cover only the parts as mentioned under scope of this document and not any other part.
- All components replaced within the machine warranty period will be covered for the remainder of the warranty time allowed on the machine. The individual component warranty will not supersede the machine warranty period
- The Distributor/Service provider/End User is required to retain failed or defective parts for 90 days on their premises after the submission of the claim. If requested by the HC Warranty Department, a distributor/service provider/end user is required to return the failed part for warranty work reimbursement. A distributor/service provider/end user must follow HC provided instructions, method & carrier when a part is shipped back to HC or a HC supplier.

Non-warranty conditions:

- Failure to abide by the warranty conditions unless otherwise given in writing by HC will render the warranty void.
- Repairs carried out on the compressor without prior authorization by HC.
- Nonconformity to operating instructions, specifications, guidelines, maintenance and service instructions will void the warranty.
- Equipment conditions because of uncharacteristic operating due to environmental conditions, negligent use of equipment, accidents and shipping damage.
- Maintenance/Service performed by unauthorized personnel.

- Lightning strikes, power outages, rain/moisture, cold weather/freezing, and all other Acts of God

Limitation of Liability:

- HC 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 loss or damage of any kind whatsoever. This includes any temporary rental that may be required. End Users should always have a backup/redundant compressor.
- In no event shall HC be liable for any claims exceeding the original purchase price of the product.
- HC reserves the right to alter or terminate Extended or Forever Warranty programs or any part of the programs for units not already covered by those warranties.

Force Majeure:

HC is not liable for failure to perform the company's obligations if such failure is as a result of Acts of God (including but not limited to lightning, storms, rain, snow, precipitation, fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, 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 telephone service.

Section 4: Oil Sampling Policy & Procedures

Oil Sample Kits

Hodge has a comprehensive fluid sampling program designed to analyze fluid conditions and store the data for distributor reference online. The report can be delivered via email to multiple requested addresses and will be indexed by serial number online.

Fluid analysis kits can be purchased using part number HC-SK-3 from HC or Authorized HC Distributor

The kit consists of a bottle with self-addressed labels for analysis at the lab and prepaid shipping (US only). An instruction sheet is included in the kit detailing how to affix the labels to the bottles. Sample results are expected to be posted in 5-7 business days after receipt unless it is an emergency situation that requires immediate attention. We can make special provisions for quick turnaround in these instances.

Only oil samples with genuine HC sample kits and mailed to HC Oil Lab will be accepted for warranty

purposes. Use of any other sample kits or Oil Labs will result in voiding of any/all warranties.

Oil Sampling Requirements

It is ***crucial*** to remember that standard and extended warranty coverage (any and all warranties) is predicated on fluid sampling performed every 2000 hours of run time or every 6 months for Vision8000, whichever occurs first. Food Grade (Vision4000) samples are required every 1000 hours of run time or every 6 months, whichever occurs first. In either case, further sampling or fluid change should be done based on the sample report direction. ***Failure to perform regular sampling will CANCEL all standard, extended, and forever warranties eligibility.***

Section 5: Warranty Service and Procedures

The following process should be followed for every warranty:

1. Verify Warranty

Prior to doing any service, the distributor/service provider should check the warranty coverage time frame by contacting the HC Service Department for verification

2. Order Parts

Create a standard purchase order for any parts needed to make the repair.

3. Performing Warranty Service

The Authorized HC Service Provider is required to handle warranty inspection and repairs regardless of who originally sold the compressor.

Ensure the on-site technician obtains the following information (Photos required):

1. Machine serial number, machine operating hours, failure date & repair date
2. Failed part number (part number that caused the failure)
3. Failure causes determination
4. Removed & installed part number
5. Travel & mileage data
6. Problem statement – symptom of issues, root cause statement with corrective action statement and any additional detail necessary.

4. File Warranty Claim

Warranty claims should be filed using the Hodge Warranty Claim System or emailed to info@hodgecompressor.com

All warranty claims should be submitted within (30) days of completion of the warranty work. If a warranty claim is returned to the distributor for clarification or correction, the requested information must be added/corrected and resubmitted within (45) days. During claim review the HC warranty department may ask for documented evidence of replacement part purchase, copies of invoices, machine installation & startup record, log of machine maintenance records etc.

Section 6: Warranty Service Reimbursement

HC will only reimburse the distributor/service provider for replaced parts, travel and labor as deemed as reasonable by HC Service. Labor time involved in accessing the machine (e.g. safety training, serviceability restriction etc.) or due to the location of the machine installation site will not be covered by warranty. End users will not be reimbursed for time to replace defective parts, any materials used, or travel.

Parts Purchased

Parts purchased from HC or used from the distributor's stock will be reimbursed according to the amount charged on the HC invoice. Distributor/service provider will not be reimbursed for unauthorized purchases from an outside supplier unless prior authorization is received from the HC Warranty Department.

Replacement parts warranty coverage (normal service) is ninety (90) days from the installation date. Except for major components, HC will pass to its customer warranty coverage received from its vendors for that component. Major components: Airend, Motor, Variable Speed Drive, Air/Oil Separator, and Coolers warranty is 1 year

The Distributor/Service provider or end user is required to retain the failed or defective part for 90 days on their premises after the submission of the claim. If requested by the HC Warranty Department, a distributor/service provider/end user is required to return the failed part for warranty work reimbursement. A distributor/service provider/end user must follow HC provided instructions, method & carrier when a part is shipped back to HC or a HC supplier.

Freight

Only freight for items not expected to be in distributor/end user stock will be covered under warranty detailed in the Expected Parts Inventory section.

Only standard ground is covered under warranty. Expedited shipping is at the expense of the distributor and/or customer. Duty clearance or air freight is not covered under warranty.

Expected Parts Inventory

Hodge Compressor distributors are expected to keep in inventory or on service vehicles the parts to repair normal wear items, these include:

- Kits- Inlet valve, MPV/CV, thermal valve
 - Solenoid & modulation valves
 - Filter elements & fluid
 - Temperature & pressure sensors
 - 5 gallon oil pails
- Return trips will not be covered for parts noted in this section

Warranty Exclusions

All exclusions and limits of liability set forth in the HC Terms and Conditions of sale shall apply. There will be no reimbursement for rental machines to cover air needs while HC equipment is being repaired, or waiting for repair parts.

HC will not pay for parking fees, security checks, overtime, special marine or offshore rates, extended waiting time, meals or motels unless prior authorization is obtained from the HC Warranty Departments.

It is expected that each distributor/service provider technician has an adequate parts supply on the service truck and to attempt to determine the compressor problem prior to the first service call to allow any additional needed parts to be taken on the job.

HC will not pay for failure caused by incorrect installation, adjustment, or failure resulting from lack of untimely application of normal maintenance. This includes lubricants, coolant,

inspections or adjustments following delivery of the Product.

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Section 5: Warranty Service and Procedures

The following process should be followed for every warranty:

1- Verify Warranty

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2- Order Parts

Create a standard purchase order for any parts needed to make the repair.

3- Performing Warranty Service

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