



Ariel Warranty Administration Procedures

Ariel Corporation Commitment

1. Ariel will continue to liberally interpret its responsibility to supply parts under warranty. Ariel may repair components, ship new warranty parts, replace parts to the distributor inventory, or allow credit for parts used at current Distributor cost.
2. Ariel will provide technical representation to help solve difficult field problems as required.
3. Ariel will pay for labor and mileage during the warranty period as outlined in this document.
4. Ariel will provide updates on published literature, product improvements, and equipment changes through Customer Technical Bulletins and subscriptions on the Ariel website.

Distributor Commitment

If an Ariel compressor experiences reliability issues or failure, Ariel's philosophy is to restore the compressor to service as quickly as possible. Ariel bases its commitment on the expectation that Ariel distributors:

1. Fully comply with Ariel Corporation Packager Standards and Terms and Conditions of Sale, which is required for warranty consideration.
2. Commission the package in accordance with the latest version of the appropriate Ariel "Start-Up Check List" (see Ariel ER-10.4 series documents).
3. Complete and forward to Ariel a "Warranty Notification - Installation List Data and Startup Checklist" form within 30 days of commissioning. Ariel requires this document before processing any "Request for Warranty".
4. Assume all responsibility for the initial investigation including service call expenses.
5. Use experienced mechanics trained on appropriate Ariel equipment to assist in determining the legitimacy of warranty claims, and purchase parts needed to return the unit to service.
6. Contact an Ariel Technical Service Representative within 48 hours regarding any problem that may result in warranty consideration. After an initial site visit, immediately report major problems by telephone and in writing to Ariel. In some cases, Ariel may request the presence of Ariel representation at the job site prior to disassembly of damaged components.
7. Submit a Request for Warranty within 30 days including: service reports, parts invoices, operating logs, maintenance records, and oil analysis.

Ariel has maintained strong Distributor relationships since 1968. Unit and parts discounts are based, in part, on the above "Distributor Commitment" and a continuing spirit of cooperation and partnership. Warranty claims that do not comply with this warranty policy can lead to iterations, needless office expense, and distraction from the main business of both parties.

REV	DESCRIPTION	REV	EC	DATE	REV	EC	DATE
13	Edited for format and style. Completely re-written.	9	013329	1-17-06			
		8	012596	12-30-04	13	015759	5-2-12
		7	011807	1-22-04	12	014994	1-4-08
		6	010774	8-29-02	11	014886	10-31-07
		5	010188	10-18-01	10	013403	1-26-06



Warranty

See Ariel Corporation Terms and Conditions of Sale for Warranty Statement.

This warranty policy does not cover damage resulting from improper storage, neglect, misapplication, machine overload, or service and maintenance inconsistent with the Maintenance and Repair manual. Ariel compressor preservation is good for one year from the date of shipment, provided the compressor remains sealed.

Compressors not packaged within one year and not commissioned within one (1) month of package completion require preservation per Ariel ER-25 for reciprocating compressors and ER-25.1 for rotary screw compressors.

Deferred Start-up

An approved Deferred Start-up request defers the Ariel Standard Warranty on compressors to be stored longer than twelve (12) months from Ariel shipment date. This request must be submitted within twelve (12) months of the Ariel ship date.

The total of storage duration and warranty period will not exceed sixty (60) months from the Ariel shipment date. Warranty coverage past thirty-six (36) months from the Ariel shipment date covers parts only, no labor.

Before shipment from a distributor facility, preserve the compressor according to ER-25 for reciprocating compressors or ER-25.1 for rotary screw compressors to defer the warranty, and re-preserve it annually thereafter. The preservation must include process piping, vessels, and any fabricated piping for auxiliary and lube oil systems associated with the compressor. Indoor or covered storage is preferred for all compressors and loose components.

An Ariel Distributor must provide the following documentation with the Deferred Start-up request:

- Date of compressor preservation.
- Photographs of the internal components during the preservation process.
- Photographs of the sealed unit.
- Written confirmation of the use of ER-25 or ER-25.1 materials and procedures.
- Expected date to place compressor into service.

An Ariel Distributor must perform subsequent re-preservation, documentation, and commissioning.

Ariel does not warranty any parts with short shelf life such as filters, O-rings, gaskets, and non-metallic valve and cylinder components. Ariel does not consider claims for corrosion damage that may occur during storage.

Warranty - Ariel Spare Parts

Ariel spare parts are warranted for 18 months from date of shipment from Ariel or 12 months from the date the part is placed in service, whichever occurs first. This warranty covers parts only, no labor.

Labor Coverage Period

Ariel limits labor coverage to failures of Ariel manufactured items that occur during packaging and within the first year after start-up. Ariel may adjust labor on warranty claims to align with a reasonable time estimate to accomplish labor for a given claim.



Labor Allowance

Ariel pays for reasonable labor hours to complete repairs. Ariel is not responsible for additional manpower requirements due to abnormal job site conditions such as sour gas, lack of lifting facilities, or customer requirements. Ariel is not responsible for the cost of personnel transporting replacement parts or waiting for parts.

Labor Rates

Ariel pays \$80.00 USD per hour for domestic labor and \$90.00 USD per hour for international labor, including Canada. Ariel reimburses only at straight time rates.

Ariel pays an additional \$10.00 USD per hour when factory-trained personnel are used for warranty investigations and repairs. "Factory-trained personnel" means anyone who successfully completes all of the following Ariel education:

- Ariel Basic Product Training
- Ariel Mechanic's School
- Ariel Technical School

Mileage Allowance and Rates

Ariel pays travel time and mileage up to 200 miles (322 km) each way. For distances greater than 200 miles, Ariel pays 400 total miles (644 km) plus actual travel time from the distributor's closest service location to the unit location. Ariel pays \$1.50 USD per mile for domestic mileage, and \$1.75 USD per kilometer for international, including Canada.

Ariel does not cover accommodation, sustenance, environmental, or per diem charges.

Return of Failed or Damaged Parts

Ariel pays reasonable freight and applicable costs incurred by the Distributor if Ariel requests the return of a failed or damaged part for analysis. Distributor must obtain a return part authorization number and approval of costs prior to shipment to Ariel.

Warranty Credit

Ariel usually issues credit within 30 days after receipt of all warrantable parts and required information. Ariel will provide reasons for each claim adjustment or rejection.