

Compac Industries Ltd.

52 Walls Road, Penrose, Auckland 1061, New Zealand

PO Box 12 417, Penrose, Auckland 1642, New Zealand

Tel: +64 9 579 2094 Fax: + 64 9 579 0635 info@compac.co.nz www.compac.co.nz



WARRANTY EXPORT TERMS & CONDITIONS

Revision 6: Effective 01/05/2014

Compac warrants its products free of manufacturing defects for a period of 18 months from the date of shipment from Compac Industries Auckland factory, or 12 months from the date of commissioning, whichever is earlier. Sub components may have a different warranty time, please see the list on page two for exact timelines.

The warranty cover extends only to the supply of replacement parts to the Compac service agents head office. It does not cover freight to the end user, customs charges or duties, clearance charges or travel time and labour to change the faulty part and re-commission the equipment. The warranty procedure must be followed and a warranty claim form must be submitted before parts will be dispatched. This warranty is only applicable if the equipment has been commissioned by a certified Compac trained engineer, in accordance with the commissioning guide in the relevant manual.

The service agent must hold a recommended stock of spare parts to ensure that the Compac equipment is back in service promptly. Compac will send warranty replacement parts to replenish the stock used to repair the dispenser. Compac will make every endeavour to ship replacement parts within 48 hours of a legitimate warranty claim. If requested, main faulty parts must be sent back to Compac New Zealand for examination and the service agent must pay the cost of returning the goods. In the case of a returned faulty being found in good working order, tampered with or Mechanically/Electrically damaged warranty cover will not apply and the customer will be invoiced for the replacement parts and associated shipping costs. Should payment be outstanding for the equipment no warranty claims will be accepted.

Exclusions to the Compac Warranty

Compac warranty terms may be reduced or nullified if:

- The product serial number cannot be supplied
- The product is contaminated with dirt, sand, water or any other product that may damage hydraulic components
- The power supply to the Compac equipment must be +/- 10% of 220-240 volts 50 Hz. If the power quality is bad or there are power spikes an online voltage stabilizing UPS must be used and is recommended for all installations.
- Air temperature exceeds -25⁰c to +55⁰c (or -40⁰c to +55⁰c for -40 rated models)
- Air humidity exceeds 10% to 95%
- Damage related to lightning, fire, flood, vandalism, accident or reasonable wear and tear
- Equipment installed in an unsuitable environment
- Filters removed
- Unapproved parts are used
- Unapproved modifications are made to the product
- Fuels unapproved by Compac come into contact with hydraulic components

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CNG Installation Conditions

All CNG equipment is tested thoroughly and calibrated on gas at our Auckland Factory. On site calibration is recommended but not essential.

- Gas temperature -25°C to $+75^{\circ}\text{C}$, with intermittent operation down to -40°C (-40°C to $+75^{\circ}\text{C}$ for -40 rated models)
- Maximum working pressure 275 bar (high pressure models 350 bar)
- Maximum water dew point -32°C at 250 bar. If the gas contains moisture above a dew point of -32°C at 250 bar an inlet gas dryer must be installed to prevent the moisture in the gas freezing in the dispenser pipework and blocking the pipes

Performance

The performance of the dispenser quoted relies on the correct layout and piping of the site and the vehicles being filled. Compac takes no responsibility for the customer not meeting flow rate targets.

Compac Warranty does not apply to the following items:

- Consumables such as o-rings, seal kits, filter elements and fuses

Liability

Compac Industries Ltd accepts no liability whatsoever for loss of profit, loss of product, loss of goodwill, consequential damage or other costs caused by the late delivery, malfunction of, or any defect of, or incorrect set up of, equipment manufactured and/or supplied and/or installed by Compac Industries.

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Product	Warranty Period *	Terms
Petrol and Diesel Pumps and Dispensers	12 months	Replacement parts
LPG Dispensers	12 months	Replacement parts
CNG Dispensers and CNG Kits	12 months	Replacement parts
COMMANDER Console	6 months	Replacement parts
Hose assemblies including the breakaway, nozzle, refuelling valve or probe	3 months	Replacement parts
COMMUNICATOR Controller	6 months	Replacement parts
DCA and RAS Base units	6 months	Replacement parts
Printers	3 months	Replacement parts
Modems	3 months	Replacement parts
Card Readers	3 months	Replacement parts
CIMs	3 months	Replacement parts
CWID Key and Card Readers	12 months	Replacement parts
CWID Tag Readers	6 months	Replacement parts
Software	3 months	Fix software problem
Tank Gauging Equipment	12 months	Replacement parts

** Starts from date of commissioning or 6 months from shipment, whichever occurs first.*