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Supercedes: January 2018

2021 Warranty Policy

Parker Hannifin Industrial Gas Filtration and Generation Division
Compressed Gas and Gas Generation Capital (CGGC) Business Unit



ENGINEERING YOUR SUCCESS.

Introduction

Parker Hannifin Corporation's Industrial Gas Filtration and Generation (IGFG) Division brings you the following simplified and improved warranty process. The following document outlines our new product warranty for all products within the Compressed Gas and Gas Generation Capital Business Unit (CGGC) and a clear understanding of our warranty procedures, coverage, and time allowances. The goal of these changes is to better serve our valued customers by ensuring accuracy and consistency on warranty claims, which will result in faster resolution and higher customer satisfaction.

Table of Contents

1.0	Support Overview	4
1.1	Technical Support Overview and Contact Information	4
1.2	Required Information	4
1.3	Obtaining a Case Number	4
2.0	Warranty Policies	4
2.1	Warranty Policies	4
2.2	Reimbursement Rates for Service	6
3.0	Parker Gas Separation and Filtration Warranty Table	7
4.0	Extended Warranty Program	8
4.1	Requirements for participating in the Extended Warranty Program	8
4.2	Products eligible for the Extended Warranty Program	8
5.0	Exclusions & Exceptions to Standard Warranty Coverage and Extended Warranty Program:	9
5.1	Sizing and Selection	9
5.2	Failure to Maintain	9
5.3	Use of Non-Qualified Labor	9
5.4	Improper Handling	9
5.5	Accident, Misuse, or Alteration	9
5.6	Economic Loss or Extra Expense	9
6.0	Service Time Intervals	10
6.1	Refrigerated Dryers	10
6.2	Process Water Chillers	10
6.3	Nitrogen Generators	11
6.4	Heatless Desiccant Dryers	11
6.5	Externally Heated & Blower Purge Desiccant Dryers	11
7.0	Warranty Claim Form	12

1.0 Support Overview

- 1.1** Parker IGFG's Technical Support team is available to help guide customers in properly maintaining Parker compressed air filters, dryers, nitrogen gas generation systems and process water chillers. Our objective is to ensure quality by providing the most efficient and economical approach to resolving symptoms.

Parker's Technical Support team can be reached at 800-343-4048 or via email at GSFsupport@parker.com

- 1.2** Parker's Technical Support team requires the following information in order to help investigate, diagnose and resolve a symptom:
- i. Product model number and serial number or PTS ID. If serial number is not available provide purchase order number and approximate age of product.
 - ii. Whom the product was originally purchased from.
 - iii. Detailed description and photographs of the problem and/or symptom.
 - iv. Detailed description of troubleshooting efforts carried out.
 - v. Detailed description of physical location of the installation and any environmental conditions.
- 1.3** Parker's Technical Support team will issue a case number for each return or warranty claim. A case number is unique to the claim it is assigned to and will be used for future reference when communicating with the Technical Support team.

2.0 Warranty Policy

Parker IGFG's 2021 Warranty Policy for Products is as follows: (i) Goods are warranted against defects in material or workmanship for a period defined in Section 3.0. See Section 5.0 for exclusions & exceptions warranty coverage. (ii) Services performed by a direct Parker technician shall be performed in accordance with generally accepted practices and using the degree of care and skill that is ordinarily exercised and customary in the field to which the Services pertain and are warranted for a period of ninety (90) days from the date of completion of the Services.

Product must be installed, commissioned, operated and maintained in accordance with Parker recommendations as documented in the Product user manual and within this Warranty Policy document. Warranty will be voided if Product is installed and/or stored in a poor environment, installed and/or operated improperly, subjected to conditions outside of its operating limitations, and/or improperly maintained in accordance with Parker's recommended preventative maintenance guidance and service intervals.

2.1 Claim Process

- i. **CREATING A CASE** - Contact Parker's Technical Support team with the information stated in Section 1.2 and obtain a Case Number. Each claim should be submitted separately and receive a unique Case Number. At this time, discussion with the Technical Support team should result in a course of action. Proof of the defect is required. Proof of defect may include:
 1. Service report
 2. Returned defective parts
 3. Photograph/Video evidence of defect

- ii. **REPAIR WITH A QUALIFIED TECHNICIAN** - In the event that a Product under warranty requires on-site service, Parker recommends that service is performed by a qualified technician that has been factory trained and certified to work on the Product. If a qualified technician is not available, Parker Technical Support representatives can help to identify local qualified technicians in your area. A technician name will be required on the Warranty Claim form for verification purposes.
- iii. **PART IDENTIFICATION** - Genuine Parker replacement parts must be used for servicing. Parker IGFG's Technical Support team can assist with part identification. Replacement parts are to be ordered through an authorized Parker distributor.

NOTE: IF NON-GENUINE REPLACEMENT PARTS ARE USED FOR SERVICING, PRIOR AUTHORIZATION BY A PARKER IGFG TECHNICAL SUPPORT REPRESENTATIVE IS REQUIRED. A NON-GENUINE PART WILL ONLY BE ACCEPTED IF THE PART IS NOT AVAILABLE FROM PARKER. IF NON-GENUINE PARTS ARE USED WITHOUT PRIOR AUTHORIZATION, PARKER WILL NOT REIMBURSE THE WARRANTY CLAIM AND MAY VOID PRODUCT WARRANTY.

- iv. **FILING A CLAIM** - Within sixty (60) days of completing a service, a warranty claim must be filed through the Technical Support team. Parker's warranty claim form, in Section 7.0, must be completed in its entirety and submitted to **GSFsupport@parker.com**, along with supporting documentation noted in Section 2.1.

Any claim not filed within sixty (60) days after completion of the service will not be reimbursed.

Any genuine Parker replacement parts purchased for the repair must be stated on the warranty claim form. Include the purchase order number or sales order number the parts were purchased under. If genuine Parker replacement parts used were from your own stock, state this on the form.

Do not discard of the defective component upon completion of the repair. Parker may issue a return material authorization (RMA) in order for proper quality investigation and implementation of corrective actions.

NOTE 2: Parker's warranty does not cover costs for miscellaneous parts and/or tools, disposal or equipment rental.

Labor hour claims must match service time allotments defined under the Service Time Intervals in Section 6.0.

Any additional costs or expenses (i.e. multiple trips, exceeding mileage and/or travel time) that exceed time allowances under defined Service Time Intervals must be authorized in writing by a Parker Technical Support representative prior to the repair event.

- v. **PARKER REVIEW** - Upon receipt of a warranty claim form and proof of defect materials, Parker will determine if the replaced parts need to be returned for quality evaluation and root cause investigation. If a part is required to be returned, Parker will issue an return material authorization (RMA) via email. Parts should be returned to Parker within forty-five (45) days, via freight collect and accompanied by the RMA packing slip secured to the package. If the repaired part does not require return you will be advised to dispose of the part.

NOTE: ANY PART NOT RETURNED WITHIN FORTY-FIVE (45) DAYS WILL NOT BE REIMBURSED.

- vi. **PROCESSING CLAIMS** - Claims that require defective parts to be returned will be processed after the part has been evaluated by the Parker Quality Department. Claims that do not require defective parts to be returned will be processed immediately. Claims will be paid to the customer's account in the form of a credit.

Due to application variances, reimbursement will not include any other associated costs with equipment removal. Installation costs of new equipment are the responsibility of the customer. Parker does not offer recommendations for installation of equipment (i.e. pipe type, pipe layout, electrical connections, etc.). This is the responsibility of the party installing the equipment.

- vii. Parker reserves the right to decide how the defective product is remedied.

2.2 Service Reimbursement Rates

- i. Labor: Per defined time allowances in Section 6 Service Time Intervals. Reimbursement rate is \$80 per hour.
- ii. Travel: Reimbursement rate is \$80 per hour. Maximum is 4 hours (45 miles is considered as 1 hour).
- iii. Mileage: Reimbursement rate is \$0.56 per mile (maximum of 200 miles round trip. Reimbursement for distances >200 miles must receive written authorization from Parker prior to service event)

NOTE: Labor and Travel reimbursement rates for a Parker Certified Technician* are increased from \$80 per hour to \$100 per hour.

* Parker Certified Technician: A technician who has attended a Parker factory service training within three (3) years prior to the service event. To learn more about the Parker technical training and the Parker Certified Technician program contact the Technical Support team via GSFsupport@parker.com or call 800-343-4048.

3.0 Parker Industrial Gas Filtration and Generation Division STANDARD Warranty Table

Warranty Periods						
Product Category	Warranty Period <small>(from date of shipment from factory, per defined time allowance)</small>	Parts	Labor Coverage	Travel and Mileage	Freight	Warranty Claim Form Required
Refrigerated Dryers¹	2 years	✓	✓	✓	✓	✓
Desiccant Dryers²	2 years	✓	✓	✓	✓	✓
PSA Nitrogen Gas Generators^{3,4}	2 years	✓	✓	✓	✓	✓
Membrane Nitrogen Gas Generators^{3,4}	2 years	✓	✓	✓	✓	✓
Process Water Chillers	2 years	✓	✓	✓	✓	✓
Water Separators and Filters	Die-cast housings ⁵ : 10 years Fabricated ASME vessels: 2 years Elements ⁵ : 12 months	✓			✓	✓
Oil/Water Separators, Mist Eliminators and Nitrogen Membrane Modules⁵	2 years	✓			✓	✓
Spare Parts	12 Months	✓		✓	✓	✓

1. For reliable operation, refrigerated dryers require inlet air quality in accordance with ISO 8573-1:2010 Class 2 for Particulate and Class 3 for Total Oil. Operation outside of these conditions can result in performance degradation and/or permanent failure which may void factory warranty.
2. For reliable operation, desiccant dryers require inlet air quality in accordance with ISO 8573-1:2010 Class 1 for Particulate and Class 2 for Total Oil. Operation outside of these conditions can result in performance degradation and/or permanent failure which may void factory warranty.
3. For reliable operation, nitrogen gas generators require inlet air quality in accordance with ISO 8573-1:2010 Class 2 for Particulate, Class 2 for Water and Class 2 for Total Oil. Operation outside of these conditions can result in performance degradation and/or permanent failure which may void factory warranty.

4. Refrigerated dryers installed upstream of a nitrogen gas generator provide air in accordance with ISO8573-1:2010 Class 4 or Class 5 for Water. Therefore, an oil vapor removal filter must be installed downstream of the dryer and upstream of the generator. Inlet air quality to the generator must be in accordance with ISO8573-1:2010 Class 2 for Particulate, Class 4 or Class 5 for Water and Class 1 for Total Oil. Operation outside of these conditions can result in performance degradation and/or permanent failure which may void factory warranty.
5. See Parker's OIL-X Filter Range Compressed Air Purity Guarantee & Die-Cast Filter Housing Guarantee.

4.0 Extended Warranty Program

An Extended Warranty Program is available at no additional cost. The program adds three (3) years of coverage for parts only to the standard warranty period stated in Section 3.0.

4.1 Requirements for participating in the Extended Warranty Program:

- i. Unit operating under stated ISO8573-1:2010 inlet air quality.
- ii. Product was commissioned by a Parker Certified Technician¹.
- iii. Product is maintained according to factory recommended maintenance intervals.

4.2 Products eligible for the Extended Warranty Program:

- i. Refrigerated Dryers
- ii. Process Water Chillers
- iii. Desiccant Dryers²
- iv. PSA Nitrogen Gas Generation Systems
- v. Membrane Nitrogen Gas Generation Systems³

¹ Parker Certified Technician: A technician who has attended a Parker factory service training within three (3) years prior to the service event. To learn more about Parker technical training and the Parker Certified Technician program contact the Technical Support team via GSFsupport@parker.com or call 800-343-4048.

² Portable Desiccant Dryers (i.e. PPD Series) do not qualify for the Extended Warranty Program.

³ Extended Warranty Program includes membrane nitrogen gas generation systems (i.e. HFX Series). Individual nitrogen membrane modules (i.e. HiFluxx and SmartFluxx Series) are not included.

NOTE: The Extended Warranty Program applies to product manufactured after January 1st, 2018. Previous warranty terms and conditions apply to all products manufactured up to December 31st, 2017.

5.0 Exclusions & Exceptions to Standard Warranty Coverage and Extended Warranty Program:

5.1 Sizing and Selection

Customer assumes the responsibility for determining suitability of products and appropriate use. Products should be properly sized and selected for their intended application. Poor product performance, damage and/or failure as a result improper sizing and/or selection are not covered by Warranty.

5.2 Failure to Maintain

Damage caused by failure to properly maintain the unit and perform regular maintenance will not be covered by Warranty. All Products require periodic maintenance, as outlined in the preventative maintenance guide or user manual. Preventive maintenance is the responsibility of the customer to perform regular maintenance.

5.3 Use of Non-Qualified Labor

Damage caused by use of a non-qualified or insufficiently trained personnel to perform repairs will not be covered by Warranty, except under special circumstances which will be handled on a case-by-case basis, and will be solely at Parker IGFG's discretion. Maintenance records should be made available upon request.

5.4 Improper Handling

Damage caused by shipping and/or handling will not be covered by Warranty. Product should be inspected immediately upon receipt. Any shipping and/or handling damage should be brought to the attention of both the freight carrier and Parker as soon as possible. Product should be carefully inspected upon receipt. If damage is found, product should not be accepted from the carrier. Any damage should be noted on the carrier shipment paperwork. Photographic evidence should be made available upon request.

5.5 Accident, Misuse, or Alteration

Damage or failure caused by an object striking the unit, fire, theft, freezing, environmental exposure, exceeding rated operating limitations, modifying or altering the Product, and/or any other misuse is not covered under the Warranty. Damage or failure due to natural hazards outside of human control (flood, hurricane, tornado, etc.) are not covered under the Warranty.

5.6 Economic Loss or Extra Expense

Economic loss or extra expense due to unit damage/failure is not covered under the Warranty. Under no circumstances is Parker liable for any indirect, incidental, or consequential damages due to unit damage or failure.

6.0 Service Time Intervals

The following Service Time Intervals are the maximum number of hours that will be reimbursed for a specific service event. These standard time intervals include time for diagnostics. For approval of time intervals that exceed standard intervals stated herein, supporting commentary must be included on the Warranty Claim form and be approved by Parker IGFG's Technical Support team.

6.1 Refrigerated Dryers

Service Event	Time Interval (hours)
Valve Replacement	2.00
Compressor Replacement (10-75 scfm)	Unit Replaced
Compressor Replacement (100 scfm & larger)*	6.00
Condenser Replacement (10-75 scfm)	Unit Replaced
Condenser Replacement (100 scfm & larger)*	6.00
Evaporator Replacement (10-75 scfm)	Unit Replaced
Evaporator Replacement (100-1000 scfm)*	6.00
Evaporator Replacement (1200-3000)*	8.00
Evaporator Replacement (3800 scfm & larger)*	16.00
Hot Gas Valve Replacement (100-1000 scfm)*	4.00
Hot Gas Valve Replacement (1200 scfm & larger)*	6.00
Thermal Expansion Valve Replacement*	6.00
Circulating Pump Replacement	4.00
General Component Replacement (e.g. Controller, Switch, Sensor, Gauge etc.)	2.00
Leak Detection	Send claim for review

6.2 Process Water Chillers

Service Event	Time Interval (hours)
Valve Replacement	2.00
Compressor Replacement (PCW 007-060, ICE/HLS/ICEP 002-024)*	4.00
Compressor Replacement (PCW 080 and up, ICE/HLS 029 and up)*	6.00
Condenser Replacement (PCW 007-040, ICE/HLS/ICEP 002-020)*	4.00
Condenser Replacement (PCW 060 and up, ICE/HLS/ICEP 022 and up)*	6.00
Evaporator Replacement (PCW 007-025, ICE/HLS/ICEP 002-010)*	4.00
Evaporator Replacement (PCW 040-330, ICE/HLS/ICEP 014-016)*	6.00
Evaporator Replacement (PCW 420 and up, ICE/HLS 150 and up)*	8.00
Circulating Pump Replacement (PCW 007-160, ICE/HLS/ICEP 002-057)	4.00
Circulating Pump Replacement (PCW 210 and up, ICE/HLS 076 and up)	6.00
Thermal Expansion Valve Replacement	6.00
General Component Replacement (e.g. Controller, Switch, Sensor, Gauge etc.)	2.00
Leak Detection	Send claim for review

*Includes liquid line filter replacement

6.3 Nitrogen Generators


Service Event	Time Interval (hours)
Valve Replacement	2.00
General Component Replacement <i>(e.g. Controller, Switch, Sensor, Gauge etc.)</i>	2.00
Media Replacement	Send claim for review

6.4 Heatless Desiccant Dryers

Service Event	Time Interval (hours)
Valve Replacement	2.00
Advanced Controller Replacement	4.00
General Component Replacement <i>(e.g. Standard Controller, Switch, Sensor, Gauge etc.)</i>	2.00
Desiccant Replacement	Send claim for review

6.5 Externally Heated & Blower Purge Desiccant Dryers

Service Event	Time Interval (hours)
Valve Replacement	2.00
Advanced Controller Replacement	4.00
Blower Replacement	4.00
Heater Replacement	4.00
General Component Replacement <i>(e.g. Switch, Sensor, Gauge etc.)</i>	2.00
Desiccant Replacement	Send claim for review

	Parker Hannifin Corporation Industrial Gas Filtration and Generation Division 4087 Walden Avenue Lancaster, NY 14086 Office: 800.343.4048	<h3 style="margin: 0;">Warranty Claim Form</h3> Case# _____ E-mail Ticket# _____ (Provided by Parker Technical Support)																													
RETURN CLAIM VIA EMAIL TO : GSF SUPPORT@PARKER.COM																															
Distributor Information: Name: _____ Street Address: _____ City: _____ State: _____ Zip: _____ Email: _____	Unit Location: Name: _____ Street Address: _____ City: _____ State: _____ Zip: _____ Email: _____																														
Description of Problem: Please list alarm history below <div style="border: 1px solid black; height: 40px; margin-top: 10px;"></div>	Startup Date: _____ Failure Date: _____ Repair Date: _____ Claim Date: _____ Claim Number: _____ PO Number: _____ Model Number: _____ Serial Number: _____ (only 1 serial number per claim, please) RA Number: _____ (if applicable) Special Options: _____ Service Tech: _____																														
Action Taken: <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div>																															
PARTS: <table border="1" style="width:100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width:20%;">Part number</th> <th style="width:30%;">Description</th> <th style="width:15%;">Quantity</th> <th style="width:15%;">Unit Price</th> <th style="width:20%;">Total Price</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td colspan="4" style="text-align: right;">FREIGHT:</td> <td> </td> </tr> </tbody> </table>		Part number	Description	Quantity	Unit Price	Total Price					\$0.00					\$0.00					\$0.00					\$0.00	FREIGHT:				
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FREIGHT:																															
LABOR, TRAVEL, & MILEAGE BEING CLAIMED (Rates provided per policy):																															
Hours worked:	Hourly Rate: \$80	Total: \$0.00																													
Travel hours:	Hourly Rate: \$80	Total: \$0.00																													
Mileage:	Mileage Rate: \$0.56	Total: \$0.00																													
Total Claim:		\$0.00																													
Contact name for questions: _____ Contact email or phone number: _____																															
CLAIMS WILL NOT BE ACCEPTED UNLESS ALL SECTIONS ARE COMPLETE AND SUBMITTED WITHIN 60 DAYS																															

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