

PRODUCT LIMITED WARRANTY & REPLACEMENT PROCEDURE

GENERAL LIMITED WARRANTY STATEMENT

This limited warranty is in lieu of all other warranties, expressed or implied, and no other person is authorized to give any other warranty or assume obligation on BENECOR's behalf. BENECOR shall not be liable for any indirect, incidental or consequential damage of any kind incurred by the reason of the use or sale of any defective product or part.

This limited warranty covers BENECOR DEF products distributed in North America. Other world market areas should consult with their local distributor for any deviation from this document.

BENECOR reserves the right to update specifications, prices, or make substitutions.

DEF PUMPS & ASSOCIATED PRODUCTS LIMITED WARRANTY

BENECOR warrants the following to be free of all defects in material and workmanship from the date of manufacture or of purchase with proof of purchase and considering normal use and maintenance condition:

- Centrifugal Pumps - 36 months
- Open Pumps - 36 months
- High Flow & Other Submersibles - 18 months
- 12V Diaphragm Pumps - 12 months
- Smart Start Controllers - 12 months
- Nozzles, Hoses & Flow Meters - 12 months

The limited warranty does not apply to pumps/products that were improperly installed, misused, damaged, altered or operated with fluids or in conjunction with components not manufactured or recommended by BENECOR.

Replacement liability in all events is limited to the replacing or repairing at BENECOR's sole discretion of any parts which are defective in material or workmanship.

Warranty covers only properly installed and maintained units. This limited warranty does not cover product failures resulting from the following:

- Handling fluids for which the systems are not designed for
- Handling fluid at higher temperature than product rating
- Normal wear
- Running pumps dry, or subsequent failures after pump was run dry
- Letting pumps or systems freeze
- Abuse or misuse



ENCLOSURE & TANK SYSTEMS LIMITED WARRANTY

Benecor warrants their DEF tanks and enclosure systems for three years from date of manufacture, should there be a defect within the warranty period Benecor will replace or repair at Benecor's sole discretion where associated costs are at maximum equal to a new or equivalent defective item.

The following items are warranted for mechanical and manufacturing defects for 1 year from shipment, this warranty is only valid for items installed by Benecor:

- Hardware & Accessories
- Custom Fabricated Items
- Heating Elements or Heaters
- Insulation

Benecor's liability is limited to the value of the tank, enclosure or relevant component itself and specifically excludes the cost of repair, installation and/or removal or consequential damages.

Warranty shall not apply to any product that after leaving our factory:

- Has been repaired or altered in any manner not authorized by Benecor
- Has been subject to abuse, misuse, fire, accident, neglect, or improper handling, filling or priming
- Has been exposed to pressures greater than atmospheric pressure
- Has been exposed to internal or external temperatures greater than 120° F (48° C) for linear polyethylene or 150° F (65° C) for Crosslink polyethylene

This warranty is only binding upon Benecor if notified of the defect or fault in writing with supporting pictures within seven (7) days of it occurring, and where Benecor has been given the opportunity to inspect the product within twenty-eight (28) days of such notification.

WARRANTY CLAIMS PROCEDURE

All customer claims or warranty/performance issues should be brought to the attention of the Benecor warranty and service department. In many cases, issues can be resolved over the phone or Benecor can provide service parts that will save transport costs.

Before any items are returned to Benecor for warranty evaluation, a RMA (Return Materials Authorization) number must be obtained from Benecor and the associated RMA form must be completed in full by the customer or with support from the Benecor service department.

During the allocation of the RMA details associated with the claim will be gathered. This information should be provided by the customer in order to assist in accelerating the evaluation process, this could include Benecor requesting pictures of the issue or claimed defective item to be emailed for review.

