

# AirCare Warranty Terms & Conditions

(Status 01.01.2021, valid from 01.03.2021)



**Validity/term:**

**5 years for the entire compressed air system:**

The term begins with commissioning, but no later than 6 months after invoicing of the compressor.

**10 years on the compressor stage of the compressed air system:**

Only on Generation V/G-Drive T compressor stages. The term begins with commissioning, but no later than 6 months after invoicing of the compressor.



**The AirCare warranty covers**

- Scroll and screw compressors
- External heat recovery modules\*
- Refrigerant dryers (integrated and supplied\*)
- Adsorption dryers\*
- Condensate drains\*
- Oil-water separators\*

\*if purchased together with the compressor (proof by invoice).

**Furthermore, in accordance with the terms of the contract between ALMiG and the authorised ALMiG partner**

- 1.1 Immediate repairs if, prior to the commencement of repair work, written confirmation is obtained from ALMiG.
- 1.2 Free delivery of all necessary replacement parts.
- 1.3 Working hours for diagnosis and repair of the compressor, according to ALMiG partner agreement in connection with common working hours.
- 1.4 AirCare includes travel expenses for a distance of no more than 100 km and a travelling time of no more than 2 hours (one way).

**To activate the AirCare warranty, the following requirements must be met:**

- 2.1 The purchase price for the particular machine and for the 5-year warranty must have been paid in full.
- 2.2 Only ALMiG employees or trained staff of the authorised ALMiG partner are permitted to commission the machine, and commissioning must be logged in the Commissioning Form.
- 2.3 The installation conditions must match the producer's requirements (see Operating Instructions).
- 2.4 The particular machine must be commissioned within at least 2 weeks after the commissioning deadline, and ALMiG must be provided with the following information: serial number, invoice number, place of installation, end customer name and name of the ALMiG partner tasked with maintaining the machine (see 5-Year Warranty Registration Form).
- 2.5 Commissioning must be carried out within 6 months after invoicing of the compressor.
- 2.6 ALMiG must be informed of the commissioning with completely filled forms (application for an extended warranty and commissioning report).
- 2.7 Activation of the control's log function must be ensured (if the control has such a function).
- 2.8 If all requirements have been met, ALMiG will send the warranty certificate to the ALMiG partner and a duplicate to the end customer.
- 2.9 Conclusion of a subscription for the automated delivery of the maintenance items.
- 2.10 Submission of the following data in the course of online registration:
  - Mileage in operating hours per year
  - First planned maintenance
  - Desired date of dispatch of the maintenance items

**During the AirCare warranty period, the following must be noted for the warranty to remain in force:**

- 3.1 The machine must be operated and maintained exclusively in accordance with the Operating Instructions and the maintenance schedule currently in effect.
- 3.2 If the equipment is moved to another location, the end customer must inform ALMiG and the ALMiG partner responsible without delay before recommissioning. To do so, another commissioning report must be drawn up (by ALMiG or the authorised ALMiG partner) and sent to ALMiG.
- 3.3 Under the extended warranty, the ALMiG partner is responsible for performing maintenance tasks at the correct intervals to the extent specified by the manufacturer.
- 3.4 Each maintenance session is to be documented with a service report and a fully completed ALMiG maintenance report (including the machine type and its serial number).
- 3.5 Commissioning, preventive and corrective maintenance tasks may be performed by trained service technicians from ALMiG or the local ALMiG partner only.
- 3.6 The ALMiG partner ensures that its service technicians are properly qualified by participating every two years in the service seminars held in Köngen.
- 3.7 The ALMiG partner receives all maintenance packages and lubricants by automated delivery. Spare parts will be sent separately by ALMiG Kompressoren GmbH for the respective warranty work, on condition that a warranty application is submitted in full via the online portal.

**In the case of a warranty claim, and in general, the following must be observed:**

- 4.1 The processing is similar to the standard warranty processing.
- 4.2 It is mandatory for existing maintenance packages to be used primarily for maintenance tasks. Orders placed through the E-Shop will be processed as quickly as possible.
- 4.3 On request, the ALMiG partner will provide ALMiG with copies of all evidence that previous maintenance tasks have been performed. This comprises:
  - Service report(s)
  - Maintenance reports(s)
  - Invoice(s)
  - Data log from the control.

In addition, we refer to our General Terms and Conditions.

**The following are specifically excluded from the AirCare warranty:**

- 5.1 Customs and import duties.
- 5.2 Maintenance and the material required for this (see maintenance schedule).
- 5.3 (Preventive or corrective) maintenance tasks performed ahead of schedule as a result of unfavourable environmental or operating conditions.
- 5.4 Faults in the power supply (e.g., undervoltage or overvoltage).
- 5.5 Faults and damage caused by bad weather.
- 5.6 Faults or damage caused by vandalism, negligence, intent, misuse or force majeure.
- 5.7 Rental compressors.

**When does AirCare expire?**

- 6.1 AirCare expires automatically after the expiry of the registered 5 years without the need for a separate notice of termination.
- 6.2 If the system is replaced or dismantled.
- 6.3 If the subscription is cancelled within the 5 years.
- 6.5 In the event of non-compliance with the above conditions.