



Air Compressor Warranty Policy

INTRODUCTION

The purpose of this warranty document is to provide you, the distributor, guidelines to maintaining and servicing all Specialised Welding Products Air Compressors within their warranty period and the procedure to follow in case of any field problems.

Before commencing any warranty work, please obtain a warranty claim form and reference number by giving full user details and an accurate description of the fault. Ensure you have sufficient spares to complete the repair. If you require additional spares these will be issued overnight for the next working day. On completion of the repair please ensure the claim form is completed in full with the parts used and submitted within the 30 day time limit. Do not exceed the maximum hours allowed in this procedure document, as your claim will be rejected.

WARRANTY PERIODS

Michelin / Zephyr air compressors are covered by a 12-months warranty period providing the unit has been serviced, maintained and installed in accordance with SWP guidelines.

SWP Aria air compressors are covered by a comprehensive 12-months warranty period providing the unit has been serviced, maintained and installed in accordance with SWP guidelines,

SWP Stealth air compressors are covered by a comprehensive 12-months warranty period and a further 12-months on the pump unit only, providing the unit has been serviced and maintained in accordance with SWP guidelines.

Note - Warranty commences from the date of sale to your customer providing this does not exceed the date of shipment from SWP by six months.

INSTALLATION

All Specialised Welding Products Air Compressors must be installed in a large, well-ventilated, dust-free room and sheltered away from either rain or frost. The unit should be positioned with at least one metre of free space all around the unit to aid both ease of service and cooling airflow.

All single-phase compressors fitted with a 13 amp plug are designed to plug directly in to a standard 13 amp socket. 4/200BS1 are fitted with a 4hp single phase motor and must be connected to a 16 amp fused supply. We do not recommend the use of any extension cables.

All units operating on three-phase must be installed by a suitably qualified electrician who must check the direction of the motor on start-up. Failure to adhere to the direction

of rotation may cause serious damage to the unit and invalidate the warranty.

Exclusions to Warranty Cover are detailed below:

- A The cost of routine replacement parts and consumable items, e.g. air filters, belts, lubricants, shall not be covered by warranty,
- B Any breakdown or failure caused by interference of any kind with the product or its mechanisms or by modifications or repairs carried out by unauthorized persons.
- C Damage to the product or its component parts caused by incorrect use, abuse, neglect, lack of proper maintenance or by any external cause, e.g. incoming power supply or local environment.
- D Minor adjustments of any part or components on the machine which do not necessitate the repair or replacement of part.

Parts

Defective parts, excluding non-warrantable consumable items such as oil, air filters and belts, should be listed and claimed at cost, detailing CPN, quantity and description. SWP may request the return of these parts and therefore ask that such parts be retained until any claim has been settled.

Claim Procedure

Warranty claims to Specialised Welding Products will only be accepted if submitted using an SWP warranty claim authorization form (which should be obtained before any warranty work commences). The warranty claim form must be completed in full and returned to Specialised Welding Products within 30 days of issue.

Reimbursement of Labour Hours

A maximum of one (1) hour labour may be claimed per warranty claim on all direct drive compressors. On belt driven units, a maximum labour claim of two (2) hours labour may be claimed. The time is based on the assumption that the service technician is qualified to work on the compressor and has the basic test equipment and tools to complete any required work.

Reimbursement of Travel Time

A maximum of two (2) hours travel may be claimed per warranty claim on all compressors except the Michelin and Zephyr ranges.

The Michelin and Zephyr range of compressors should be returned to the service agent or returned to base.

Description	Reimbursement
Labour rate	£28.00 per hour
Travel rate	£28.00 per hour
Freight or Carriage	At cost
All qualifying replacement parts	At cost
VAT should not be claimed – VAT will be added when settlement is made	

Note:

Any work carried out on behalf of SPECIALISED WELDING PRODUCTS requires an invoice be raised and submitted using the SWP Warranty Reference as order number. The value of the invoice can then either be deducted from any payments to Specialised Welding Products, or a credit note to match off the invoice will be raised.



Air Compressor Warranty Request Form

Claim No..

Machine Serial No.

Date Of Issue

SERVICE AGENT DETAILS

Company Name:			FOR SWP USE ONLY
Address:			
Tel:	Fax:	Email:	
Contact Name:			
END USER DETAILS			
Company Name:			
Address:			
Tel:	Fax:	Email:	
Contact Name:			
MACHINE DETAILS			
Model:			
Voltage:		Date of sale:	
MACHINE FAILURE DETAILS			
Fault Reported:			
Action Taken:			

PARTS USED

ITEM	QTY	CPN	DESCRIPTION	NET PRICE EACH	TOTAL

List additional parts on separate sheet

Signed:
Print Name:
Date:

COSTS INCURRED

Travel Hours @ £28.00	£
Labour @ £28.00	£
Carriage Cost	£
Parts Total	£
Total Claim Value	£

PLEASE RETURN THIS CLAIM FORM WITHIN 30 DAYS OF COMPLETION OF THE REPAIR TO
SPECIALISED WELDING PRODUCTS LTD
 UNIT 4 (BLOCK A), JWPOCK CROSS INDUSTRIAL ESTATE, KILBUCK LANE, HAYDOCK WA11 9WG
 Tel:01942 719930 •Email: airdsales@swp.uk.net • Fax: 01942 729937