

## Manufacturer Warranty:

VIAIR Corporation warrants this product to the end-user, when properly installed and under normal conditions of use, to be free from defects in workmanship and materials for a period of one year from the provided date of purchase for the original purchaser of the product. This warranty does not cover abuse, operation in a manner inconsistent with the product's design, or damage resulting from exposure to the elements. If the defect is considered "under warranty", VIAIR will, at its option, repair or replace the product free of charge to the person who purchased the product.

## Post-Warranty Service Procedure:

If you require service after the warranty period has expired – you may opt to have your unit(s) serviced by VIAIR Corporation. Each compressor must be assigned an RGA number for the return for repairs. A fee of \$20 for each unit requiring inspection will be collected at the time that the RGA number is provided. Additionally, once the inspection is completed – the customer will be notified as to what is required to restore the compressor to acceptable performance levels. If a customer does not wish to complete repairs, the inspection fee is non-refundable. VIAIR must receive payment for parts, labor and return freight before repairs are made. Freight charges for post-warranty inspection and/or repairs are the responsibility of the person requesting service.

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## Warranty Claim Process:

**If you believe that you have a valid warranty claim:**

1. Fax a copy of your receipt to (949) 585-0188 or email the receipt to [customerservice@viaincorp.com](mailto:customerservice@viaincorp.com) The receipt must include:

- **Your Name**
- **Complete Mailing Address**
- **Telephone Number**
- **Description of the Problem**

2. A VIAIR representative will generate an RGA Number (Return Goods Authorization) using the information provided. The VIAIR representative will contact you to issue the RGA number. The customer is required to ship the product to VIAIR for warranty inspection to:

**VIAIR Corporation**  
**15 Edelman**  
**Irvine CA 92618**

The RGA Number must be written clearly on the outside of the package that is shipped to VIAIR. It is recommended to use packing material to protect the contents from damage during transit since the customer is responsible for any damage that occurs during shipping. Do not disassemble the product, as this will void your warranty.

3. After an inspection is conducted, if a valid manufacture's defect is found, VIAIR will repair or replace the product free of charge. If the product is found to contain no manufacturing or material defects, the retail customer will be contacted by VIAIR and given the option to have the product returned as-is, or be repaired and returned at the customers' expense.