

## PRODUCT SERVICE POLICY

Bulletin PSB-12 Jan. 1998

Any new Pacer product\* that may prove to be defective within one (1) year from date of shipment, if returned transportation charges are paid, will be repaired or replaced at no charge FOB factory, Lancaster, Pennsylvania, provided such merchandise show defects in original workmanship or materials. This decision will be rendered by our Product Service Department or Warranty Station, after examination of the product claimed to be defective. In all cases, the official Pacer limited warranty statement will serve as the guideline for repair and adjustment of claims in and out of warranty.

\*Certain components, such as mechanical seals, ceramic liners, impellers, impeller magnet assemblies, pistons, hose, diaphragms, etc. may be subject to wear, and therefore wear should not be misconstrued as to the existence of a defect and as such would not be included in a warranty claim, nor should it be implied that items such as this will last a year without occasional, or even frequent replacement depending upon the severity of the application.

WARNING: Any modification, alteration, improper installation or application of Pacer equipment will void any warranty and could result in property damage or personal injury.

Pacer Pumps does not warrant electric, hydraulic, or air motors, nor gasoline or diesel engines. These motors and engines carry the warranty of the respective manufacturers of such products or components, and therefore inquiries regarding these products and components should not be directed to Pacer Pumps but to the manufacturer's authorized warranty station.

For materials manufactured by Pacer Pumps, a return or repair authorization number must be obtained from the factory, <u>specifically</u> from the <u>Product Service Manager</u>.

In the event of a condition that could be considered an <u>emergency</u>, <u>telephone clearance</u> can be obtained from the factory Product Service Department in order to expedite the procedure.

Permission for return of merchandise should be obtained by calling Pacer Pumps toll-free at (800) 233-3861.

Under no circumstances will Pacer Pumps or any division or person, be liable for any charges for damages, losses, delays, failure of water supplies or labor charges arising from any cause whatsoever.

Damage during transit is not the responsibility of Pacer Pumps. Transit claims should be made directly to the carrier for adjustments.

Claims for in field labor charges will not be honored by Pacer, unless prior approval of the prescribed Pacer labor rates for such repair has been authorized by the Pacer Product Service Manager. Debits before final settlement will not be accepted.

F.O.B. Lancaster, Pennsylvania

PACER® PUMPS

Division of ASM Industries, Inc.

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