

Warranty guide for owners of Compac products

Compac products are covered by a 3-year warranty from date of purchase by the end user. (Except for Alu-C and PT25-C). The warranty is only valid if all the recommendations on safety, operation, service and maintenance have been followed.

What is covered by the 3-year warranty?

The warranty covers faulty material and workmanship only.

What is not covered by the 3-year warranty?

Problems due to improper maintenance and adjustment are not covered by warranty. Functional problems without any leakage like jack losing height, unable to lift load, etc. are often due to improper service and calibration. This warranty does not cover defects caused by wear, lack of lubrication, improper maintenance, improper use, modifications, use with improper fluids or fluid levels, improper or contaminated air supply, accident, shipping damage, or any other cause not resulting from defective materials or workmanship.

Wear parts are not covered by Compac's 3-year warranty:

The replacement intervals for these parts depend on the extent to which the product is used and how well it is maintained. These parts can be considered equivalent to the brake pads, wipers, oil filters, etc. on a new car, which are not covered by the warranty of the car either.

What should you do if you have a problem with a Compac product?

Contact the company where you purchased the product. In the most cases your Compac dealer will be able to recommend how to solve a problem on site. This saves you the inconvenience of having to send the product in for repairs. Easy to read troubleshooting guides are also available on www.compac.dk in the "service" section. Local warranty agreements exist between Compac and the importer/distributor. If your Compac product requires service or repair, please contact the company where the product was purchased for information on how to solve a problem, transport, repair, service, etc.

What to do when sending a product in for warranty repair

- 1: Contact your Compac dealer.
- 2: Include a copy of the original invoice. The original invoice shall clearly state the month/year of manufacturing as written on the CE label of the product.
- 3: Include a description of the problem.

Please send the product freight prepaid. Return freight will be paid should the repair be accepted as covered by warranty. (First 12 months only)

During the warranty period any equipment found to be defective will be repaired or replaced at manufacturer's option. Compac or the repair facility recommended by your Compac reseller will determine whether the product is eligible for warranty repair. An approved warranty repair will be made at no charge and returned freight prepaid (first 12 months only). The cost of non-warrantable service, repair and freight is the customer's responsibility.

Effective for Compac

Any equipment that is repaired or replaced within the warranty period shall not extend the original warranty period. Any purchased service parts that prove defective with respect to materials or workmanship will be repaired or replaced by the factory, if said defect occurs within 90 days of purchase. Repair or replacement is the exclusive remedy for defective equipment under this warranty. This warranty replaces all other warranties, including any implied warranty of merchantability or fitness for a particular purpose. Claims can be accepted only where the fully assembled equipment is submitted to the repair facility.