

WARRANTY AND POLICIES



Life, 10 or 3 Years Limited Warranty

Comac dryers are designed and manufactured to provide years of worry-free performance.

Comac hand dryers are manufactured by experienced technicians guaranteeing you a defect-free unit for ten years.

This warranty applies to the original purchaser only and covers all dryer components.

The warranty covers only manufacturer's defects.

It does not cover complete dryer replacement, complete dryers or parts damaged during transportation, installation or as a result of misuse, abuse, or normal wear and tear. It does not cover transportation, freight costs or labour.

Comac accepts no liability other than the repair and / or exchange of defective parts.



WARRANTY AND RETURNED GOODS PROCEDURES

- A Warranty Policy Statement is packed with each dryer supplied by COMAC.
- In essence, COMAC warrants to the consumer that its products are free of defects in either material or workmanship. If, during the warranty period following a purchase, a consumer finds that a COMAC supplied dryer is defective, we will replace the components causing the problem at no charge.
- In every case of goods being returned whether for warranty claims or otherwise, a Returned Goods Authorization number (R.G.A. No.) MUST first be obtained from COMAC. This R.G.A. system allows us to properly track and document each return and assure that the necessary follow-up is done. Returned Goods which do not have an authorized R.G.A. number will not be accepted by COMAC.
- Warranty only covers defects. It does not cover wear and tear. It does not cover misuse or abuse. It does not cover transportation or freight costs or any labor charges associated with a repair. Our warranty policy, if properly explained by the distributor, will provide the purchaser with the deserved protection without the problems of misunderstanding.

- Warranty requires that the purchaser with a defective dryer or component return it, prepaid, to COMAC or one of its authorized distributors. If, upon examination, the product is found to be defective within the warranty period, the faulty parts will be repaired or replaced without cost.

In the case of complete dryer repairs, however, labor will be chargeable. Every effort will be made by COMAC or its distributors to make such repairs as quickly as possible. The product will be returned to the purchaser on a freight collect basis.

- As part of the agreement with COMAC, the distributor will deal with the customers in his market on warranty issues. The distributor must obtain the following information prior to making a warranty claim: Dryer model and voltage, serial number, date of purchase and exact nature of the problem. All of this information is necessary if COMAC is to make a proper assessment of the claim. If the claim is judged by COMAC to be valid, COMAC will send the correct replacement part and/or issue a return goods authorization for the return of the defective part. Please note that all replacement parts sent to a Distributor or his customer will be invoiced by COMAC. When the defective component or dryer is returned to COMAC along with the R.G.A. number, the appropriate credits will be issued. The distributor may ask COMAC to deal with his customer directly to expedite the situation by supplying the customer coordinates to Comac.
- Return of goods, other than Warranty claims, will only be allowed if the distributor receives prior R.G.A. authorization from COMAC. In any such case, contact the head office of COMAC and give full details about the product in question and the reason you wish to return it.
- A fifteen per cent restocking charge will apply to all "non warranty" returned goods, except for goods shipped by COMAC in error. COMAC will only accept authorized returns that are shipped prepaid.
- All products are shipped F.O.B. to our nearest U.S. warehouse or our Saint-Jerome warehouse. Any claim for damage in transit must be made by the distributor to the carrier.



Limited Lifetime Warranty on Comac dryers

Comac extends a limited warranty to the structural components of its products **ONE SERIES, BLAST SERIES AND DUAL FLOW SERIES.**

Comac warrants their products for the lifetime of each product against manufacturer's defects in materials and workmanship. Products carry the warranty specified for that category.

Only One, Dual Flow and Blast series manufactured by Comac, including the i series, are subject to a lifetime warranty period from the date of purchase against manufacturer's defect in materials and workmanship.

The conditions of the warranty are: Products shall have been subject to only normal use and service and shall not have been misused, neglected, altered, improperly set up or otherwise damaged; and there shall be no evidence of tampering or deliberate misuse or destruction. packaging standards should be maintained, see Freight Damage.

Defects to Comac products will be determined solely by Comac and not by any representative, distributor or dealer of or for Comac. Upon determination of a defect, Comac's sole obligation will be to repair or replace the defective part with same or similar product.

Any claim against Comac for defects in materials or workmanship must be in writing. Comac must authorize the return of any alleged or defective part before it is returned. The party making the claim must prepay all shipping and transportation costs. Comac will not accept charges for parts purchased unless the conditions of the warranty have been satisfied.

Comac reserves the right to substitute, discontinue, alter or modify any product or part thereof, at any time without prior notice. In such cases Comac may, at its sole discretion, substitute the warranted product.

No Comac representative, distributor or reseller is authorized to assume for Comac any other obligations or liabilities in connection with the product, or alter the terms of this warranty in any way.

Comac shall not be liable for damages, including special, incidental or consequential damages arising out of or in connection with the performance of a Comac product or its use by the owner.

Non-Comac made products carry the warranty extended by their manufacturer.



**ONE BLAST
DUAL FLOW**

RETURN POLICY

Verify each shipment immediately upon receipt against Comac's packing list to ensure accuracy. If a discrepancy is found, please contact the Comac Customer Service Department immediately. Comac accepts an even price exchange of standard products within 10 working days from delivery from an Comac warehouse with no restocking fees.

Should a return be requested for any reason other than a warranty matter 10 days or more after the shipping date, contact Comac's Customer Service Department for a determination of whether Comac will accept the desired return. Comac will carry out a full inspection of products before deciding whether or not to accept the return. All returns of this nature are subject to a 25% restocking fee. Returns are not accepted more than 30 days after the shipping date.

Freight Damage: Products arriving damaged in shipping is a 'non-warranty issue'. Claims must be made to the Comac Customer Service Department within 3 business days of receiving the product. Please be sure to sign for the package(s) as 'damaged'. Upon authorization to return the damaged product, all returns must be made to Comac within 30 days of delivery.

Standard Warranty: Should a problem be experienced with a Comac product within its given warranty period, please contact the Comac Customer Service Department to determine the nature of the product failure and to establish an adequate solution.

If a return for repair is needed, returns must be made within 30 business days of the Return Authorization (RMA).

Order Cancellation: Order cancellations must be made in writing with receipt of the cancellation confirmed. Cancellation of a product order Comac has produced or ordered raw materials for may result in Comac fully charging for materials and labor, or imposing a minimum cancellation fee of up to 50% of the purchase/sale price.

COMAC CORPORATION INC.

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