



SECTION I: SUPPLIER INFORMATION

Product Line: Carlyle Air Compressors
Line Abbreviation: NAC
Supplier: Piston Technology Center
Address: 701 Dobson Avenue
City, State & Zip: Bay Minette, AL 36507
Website: www.napaaircompressors.com

KEY PERSONNEL

Order status & Inventory inquiries

Contact & Title: Factory Customer Service
Phone & Fax: Ph: 866-869-3114 option #1
E-mail: customerservice@pistontechnologycenter.com

Contact & Title: Eric Bigham– Inside Sales
Phone & Fax: Ph: 803-547-8155 Cell 803-984-5607 Fax: 803-547-8153
E-mail: eric.bigham@patriotmarketing.us

Contact & Title: John Crowder – Account Manager
Phone & Fax: Ph: 615-496-7797 Fax: 803-547-8153
E-mail: john.crowder@patriotmarketing.us

Contact & Title: Scott Barlowe – Inside Sales
Phone & Fax: Ph: 803-547-8155 Fax: 803-547-8153
E-mail: scott.barlowe@patriotmarketing.us

Contact & Title: Rob Little – Sales
Phone & Fax: Ph: 803-547-8155 Fax: 803-547-8153
E-mail: rob.little@patriotmarketing.us

PARTS / SERVICE / WARRANTY

Contact: Technical Service
Phone & Fax: Ph: 866-869-3114 Option 2 Fax: 803-817-7468
E-mail: technicalsupport@pistontechnologycenter.com

SECTION II: WARRANTY POLICIES AND PROCEDURES

PISTON AIR COMPRESSOR WARRANTY

The Company warrants that the Equipment manufactured by it and delivered hereunder shall be free from defects in material and workmanship.

Two Stage Reciprocating: Stationary models are warranted for the earlier of twenty-four (24) months from the date of purchase.

Single Stage: Compressors are covered by a 12 month parts warranty from the date of purchase. (90 Days if used in a Commercial Application).

Rotary Screw Standard Warranty: Packaged compressors shall be warranted for twelve (12) months from date of purchase, to include parts and labor.

Rotary Screw Extended Warranty: The 5 Year Extended Warranty is available for all rotary screw compressors. This warranty includes the 1 Year Standard Warranty and warranty extensions for the major components. The air-end, motor, air/oil coolers, variable speed drive (if applicable) and sump tank shall be warranted for a period not to exceed sixty (60) months from start-up to include parts, labor and travel for 12 months from date of shipment, parts only for the remaining 48 months. sixty (60) months from start-up to include parts, labor and travel for 12 months from date of shipment, parts only for the remaining 48 months.

- Requires approved start-up by a factory authorized compressor distributor
- Requires completed warranty registration card be returned to the factory indicating satisfactory commissioning of the compressor by a factory authorized compressor distributor

Should the failure to conform to this warranty be reported in writing to the Company within said period, the Company shall, at its option, correct such non-conformity by suitable repair to such Equipment, or furnish a replacement part F.O.B point of shipment, provided that the Purchaser has installed, maintained, and operated such Equipment in accordance with good industry practices, and has complied with specific recommendations of the Company. Accessories and equipment furnished by the Company, but manufactured by others, shall carry whatever warranty the manufacturer conveyed to the Company and which can be passed on to the Purchaser. The Company shall not be liable for any repairs, replacements, or adjustments to the Equipment, or any costs of labor performed by the Purchaser without the Company's prior written approval.

The Company makes no performance warranty unless specifically stated within its proposal, and the effects of corrosion, erosion, and normal wear and tear are specifically excluded from the Company's warranty. In the event performance warranties are expressly included, the Company's obligation shall be to correct in the manner and for the period of time provided above.

This warranty does not apply to electric motors or gasoline engines. These are covered by the Original Manufacturer's Warranty and should be returned (by the customer) to their authorized service center for service.

THE COMPANY MAKES NO OTHER WARRANTY OR REPRESENTATION OF ANY KIND WHATSOEVER, EXPRESSED OR IMPLIED, EXCEPT THAT OF TITLE, AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. THIS WARRANTY SUPERSEDES ALL PREVIOUS WARRANTY STATEMENTS.

CARLYLE AIR COMPRESSORS / ATLAS COPCO

Correction by the Company of non-conformities, whether patent or latent, in the manner and for the period of time provided above, shall constitute fulfillment of all liabilities of the Company and its distributors for such non-conformities with respect to, or arising out of such Equipment.

LIMITATION OF LIABILITY

THE REMEDIES OF THE PURCHASER SET FORTH HEREIN ARE EXCLUSIVE, AND THE TOTAL LIABILITY OF THE COMPANY, ITS DISTRIBUTORS AND SUPPLIERS WITH RESPECT TO CONTRACT OR THE EQUIPMENT AND SERVICES FURNISHED IN CONNECTION WITH THE PERFORMANCE OR BREACH THEREOF, OR FROM THE MANUFACTURE, SALE, DELIVERY, INSTALLATION, REPAIR OR TECHNICAL DIRECTION COVERED OR FURNISHED UNDER CONTRACT, WHETHER BASED ON CONTRACT, WARRANTY, NEGLIGENCE, INDEMNITY, STRICT LIABILITY OR OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE OF THE EQUIPMENT UPON WHICH SUCH LIABILITY IS BASED.

THE COMPANY, ITS DISTRIBUTORS AND ITS SUPPLIERS SHALL IN NO EVENT BE LIABLE TO THE PURCHASER, ANY SUCCESSORS IN INTEREST, OR ANY BENEFICIARY OR ASSIGNEE OF THE CONTRACT FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES ARISING OUT OF THIS CONTRACT OR ANY BREACH THEREOF, OR ANY DEFECT IN, OR FAILURE OF, OR MALFUNCTION OF THE EQUIPMENT, WHETHER OR NOT BASED ON LOSS OF USE, LOST PROFITS OR REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS, LOSS BY REASON OF SHUTDOWN OR NON-OPERATION, COST OF PURCHASE OF REPLACEMENT POWER, OR CLAIMS OF PURCHASER OR CUSTOMERS OF PURCHASER FOR SERVICE INTERRUPTION, WHETHER OR NOT SUCH LOSS OR DAMAGE IS BASED ON CONTRACT, WARRANTY, NEGLIGENCE, INDEMNITY, STRICT LIABILITY OR OTHERWISE.

EQUIPMENT WARRANTY

1. Customer must telephone (866-869-3114) Air Compressor Service Department with:
 - a. Model number and serial number
 - b. Date of purchase
 - c. Problem

NOTE: Factory will determine the problem with the equipment. If Product Warranty, Non-Warranty or Repair & Return, the Factory will instruct the Jobber on correct return procedures.

RETURN GOODS POLICY: FOR ALLEGED WARRANTY DEFECTS

Equipment

All equipment is field repaired, product returns are not accepted.

Parts & Accessories

All parts & accessories warranties are handled through the NAPA warranty processors.

Electric motor pump warranty replacement must be approved by calling 866-869-3114. If the motor pump replacement is approved an approval code will be provided.

RETURN GOODS POLICY: GASOLINE ENGINES

These items are under warranty by the original manufacturer service centers.

(Telephone 866-869-3114) for the procedure and nearest service location to have your unit repaired.

Warranty Policy question contact Technical Service

Phone & Fax: 866-869-3114 Fax: 803-817-7468

SECTION III: OUT OF WARRANTY SERVICE GUIDELINES - N/A

SECTION IV: REBATE POLICIES

Rebate Program:	N/A
Government/School Program:	N/A
Tool Days Sale Rebate:	2.5% TAMS system generated only, no manual RGN's accepted.

Rebates cannot be combined with any other offer. Contact supplier with questions.

SECTION V: DEMO PROGRAM DETAILS - N/A

SECTION VI: CHANGEOVER POLICIES AND PROCEDURES - N/A
