

STANDARD MOTOR PRODUCTS, INC.
TEMPERATURE CONTROL DIVISION (SMP BLUE STREAK®)
WARRANTY STATEMENT

1. Compressor Warranty Periods

- **New and Remanufactured Compressors for passenger cars and light duty trucks and vans** (Commercial use *not* included). Two (2) years from the date of purchase or service receipt, or 40,000 kilometres from the time of installation, whichever occurs first.
- **Compressors Electric**
Two (2) years from the date of purchase or service receipt, or 40,000 kilometres from the time of installation, whichever occurs first. *Electric compressor installation instructions can be found in the supplied instruction sheet.*
- **New and Remanufactured Compressors Farm Equipment and Agricultural**
One (1) year from the date of purchase or service receipt at the time of installation.
- **New and Remanufactured Compressors Heavy Duty Trucks and Commercial Vehicles**
One (1) year from the date of purchase or service receipt, or 160,000 kilometres from the time of installation, whichever occurs first.

2. Compressor Warranty Limitations

Installation Procedures for Compressors:

Air conditioning compressors are covered by our limited warranty only if the returned product is accompanied with documentation showing the following service procedures were performed. Failure to follow these instructions will void your warranty.

Servicing a mobile climate control system is a complicated process requiring specialty tools and access to technical information. If you are not familiar with the following processes and procedures, it is advisable to seek the expertise of a qualified professional technician. Make sure you follow all Federal, State and Local Regulations with respect to the handling and disposal of chemicals and refrigerant. Proper A/C performance is dependent on all systems performing correctly. Typically, compressor failure is a symptom of a deficiency with the A/C, cooling or electrical systems within a vehicle. Make certain that the engine cooling system is at peak operation, and that the cooling fan / fan clutch is operating properly. Worn belts, idlers and tensioners can cause poor cooling system performance due to belt slippage. Low voltage at the A/C clutch assembly can cause premature compressor failure.

A Clean A/C System is Imperative: In the case of catastrophic compressor failure, retrofitting, gross overcharge of oil or dye, water contamination, desiccant bag failure or blend refrigerant contamination, SMP Blue Streak recommends A/C system flushing to remove debris, metal particles and residual lubricant. As stated below, components that cannot be successfully cleaned must be replaced. Several flushing methods can be used to properly clean the AC system prior to its repair.

Using an approved air conditioning flush such as DURA II can be an effective method to clean A/C system components when used with a flush cylinder and pressurized air.

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Closed loop flushing with a power flush machine and the machine manufacturer's approved solvent can be an effective method to clean A/C system components. Several major OEM's utilize this cleaning method.

Liquid refrigerant flushing with R-134a or R12 (depending on the system being repaired) and an approved capture method can be an effective method to clean A/C system components and is utilized by several major OEM's.

Component Replacement: Whichever cleaning method is used, many late model condensers, evaporators and hoses with built-in mufflers and IHX's cannot be sufficiently cleaned by flushing. This is due to their small flow passages and / or "multi-flow" designs, which allow the cleaning agent to bypass the restriction. In these instances, contaminated or restricted components will have to be replaced in order to insure a clean and a properly performing A/C system. Some instances may require more than one can of flush.

Condensers MUST be properly flushed or replaced: Modern condensers are multi-pass, multi-path designs. The refrigerant is forced to pass back and forth several times through tiny micro tubes whose diameter is not much larger than a strand of hair. Debris from the failed compressor will almost certainly have clogged these tiny passages, making them impossible to flush. It is strongly recommended condensers be replaced on vehicles newer than 2002. When the condenser is changed, the refrigerant capacity may also change and a charge level adjustment may be necessary.

****Proper Airflow:*** *The condenser and radiator must have adequate airflow. Poor airflow is a common cause of premature compressor failure and poor system performance. Check: Fan clutch and cooling fan operation, and condenser fins for damage or debris, missing air dams or shrouds.*

Evaporators MUST be properly flushed or replaced: Oil and contaminants will pool at the lowest point of the evaporator. Residual oil remaining in the system will contaminate new oil and result in an overcharge condition when the proper system charge is added. Contaminated and/or too much lubricant will negatively affect system performance and compressor life. Any remaining flush will dilute the oil and shorten the compressor life. A 30 minute air purge is necessary to remove any residual flush. The expansion valve MUST be removed in order to flush the evaporator. In some cases it will be necessary to remove the evaporator housing to remove the expansion valve.

Replace the Filter Drier or Accumulator: Filter Driers and Accumulators contain a desiccant material. This material is designed to absorb the moisture that has seeped into the A/C system. Moisture in an A/C system can form corrosive contaminants that will cause rapid system failure. It is very important to remove all moisture from the A/C system before charging.

Replace the Refrigerant Control Devices: The orifice tube or liquid line containing the orifice tube, is a control and filter device for accumulator systems and should always be replaced. This will ensure proper refrigerant and oil flow through the system. The thermal expansion valve is the control device for systems using a receiver/drier. It should be examined and replaced, if found to be contaminated.

Lubrication: The only moving component in the A/C system is the compressor, and adequate lubrication is critical. If oil or refrigerant charges are incorrect, internal damage to the compressor will occur. If uncertain about the proper lubricant type, amount and viscosity, refer to the specific vehicle application on the under hood decal, or an O.E. service manual. **This compressor may contain shipping lubricant. Be sure to drain any oil and add the correct type, amount and viscosity of lubricant per specific**

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system specifications. Install half of the required system oil in the suction side of the compressor or oil sump plug. Hold or place the compressor with the front seal down for 1 to 3 minutes, allowing the oil to coat the seal. If the front seal is not lubricated before installation, refrigerant may leak.

Once the compressor is installed, the remaining amount of required system oil should be installed in the accumulator or low side of the system. **To avoid catastrophic compressor damage from liquid slugging on startup, turn the compressor shaft by hand at least 10 times after the hoses have been connected, but before starting the engine. This will pump the excess liquid lubricant out of the compressor cylinders and into the system.**

Use only the recommended Refrigerant Type and amount: Only **R12, R134a or R1234yf** can be used to maintain proper system performance. The correct amount of charge is critical for system efficiency and durability, because the refrigerant carries the lubricant through the system. Specifications can be found by on the under hood decal or an O.E. service manual.

Proper Evacuation: The A/C system must be free of moisture and air to work properly. Evacuate single evaporator systems for at least 45 minutes and dual evaporator systems for at least 90 minutes. Longer evacuations produce colder duct temperatures. Warming the A/C components will accelerate the evacuation process – for example by running the engine (except clutch less ECV compressors) or exposing the vehicle to sun-load.

Refrigerant Charge Level: Refrigerant circulates the oil in the system. Too little will result in oil separating from the refrigerant and pooling at the bottom of the evaporator and may cause the compressor to seize from lack of lubrication. Too much will slug (hydraulic lock) the compressor resulting in catastrophic damage.

Clutch: Clutch coil voltage should be within one volt of system operating voltage (never less than 12 volts). Anything less weakens the magnetic force of the clutch allowing slippage, increased heat, and failure. Clutch air gap (between hub and pulley) is important and should be checked before installation to assure no changes have occurred during shipping and handling. Ask your suppliers for air gap specifications.

Verify the Repair: Before returning the vehicle to the customer, verify that the system is truly fixed. Perform a leak check and a maximum heat load temperature stress test to confirm the overall integrity and efficiency of the system. A low refrigerant charge level will starve the compressor of lubrication and result in premature failure. A temperature test can uncover hidden weaknesses in the system.

3. Other Product Warranty Periods

- **Fan Clutches and Fan Blades for passenger cars and light trucks** (Commercial and fleet use **not** included)
One (1) year from the date of purchase or service receipt, or 20,000 kilometres from the time of installation, whichever occurs first.
- **Blower Motors, Electric Fans, Fan Assemblies, Radiator Fan Motors and Accessories**
One (1) year from the date of purchase or service receipt, or 20,000 kilometres from the time of installation, whichever occurs first.
- **Pulleys and Idlers**

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One (1) year from the date of purchase or service receipt, or 20,000 kilometres from the time of installation, whichever occurs first.

- **Transmission, Power Steering and Engine Oil Coolers**

Two (2) years from the date of purchase or service receipt, or 40,000 kilometres from the time of installation, whichever occurs first.

- **Refrigerant identifiers, power flushing machines, electronic thermometers, charging scales, vacuum pumps, fluorescent and electronic leak detectors.**

One (1) year from the date of purchase receipt.

- **All other equipment, tools and service items**

One hundred twenty (120) days from the date of purchase receipt.

- **Heater parts including Engine Cooling Components and Heater Valves**

One hundred twenty (120) days from the date of purchase or service receipt.

- **All other SMP Blue Streak climate control replacement parts**

One hundred twenty (120) days from the date of purchase or service receipt.

4. Warranty Limitations (see additional limitations for compressors on page 1)

- Standard Motor Products, Inc. warrants to its direct purchasers that products will be free from defects in materials and workmanship for the warranty periods set forth above, subject to the limitations set forth below. SMP Blue Streak will, at its discretion replace or issue credit (based on the original net selling price) for such product if is proven defective within the warranty period under normal use and service. The product must be returned to SMP Blue Streak at its direction. Proof of the date of sale to the original customer may be required. Certain exceptions, limitations, conditions and service procedures (with documentation) apply to this limited warranty. Warranty determination is the sole responsibility of SMP Blue Streak. No person is authorized to act on behalf of SMP Blue Streak in connection with the administration of this limited warranty.
- SMP Blue Streak must be notified of any alleged defect within thirty (30) days after the discovery of the alleged defect. The notice shall include a description of the product, the dates of sale and installation, the nature of the alleged defect, and the original and all subsequent repair orders or receipts relating to the resale and replacement of the product.
- This limited warranty only applies to the registered vehicle owner for which the SMP Blue Streak part is installed or to the original purchaser of equipment, tools or service items.
- This limited warranty only applies to products purchased from SMP Blue Streak in Canada.
- This limited warranty does not apply to any product that has been altered; improperly installed, maintained or repaired; installed on second engine of motor vehicle; damaged by accident, negligence or misuse; used in otherwise provided; or returned with missing components or parts that were originally included in the package. Please refer to the “**Required Installation and Procedures for Compressor Warranty**” section, or the applicable installation instructions for further details.

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- This limited warranty extends from the original date of purchase or service. For each compressor, a purchase or service receipt, or other documentation reasonably acceptable to SMP Blue Streak, must be provided to establish the date of purchase or service, and that proper installation procedures were followed, including the installation and/or servicing of related parts and components.
- This limited warranty shall automatically expire in the event that the vehicle, in which the product is installed, suffers physical damage, including but not limited to, fire, flood or a collision resulting in any damage to the vehicle engine compartment or any surrounding body parts.
- A/C products are warranted for use with **only HFO-1234yf, CFC12 or HFC134a** refrigerants. HFO1234yf, CFC12 or HFC134a must be used with the proper system lubricant, such as Mineral or PAG, for the particular vehicle. Use of any other refrigerant types or blends or any other lubricants or system sealers will immediately **void** this limited warranty.
- Electric compressors must use hybrid lubricant, such as Hybrid Electric (POE) HFC134a. Use of any other refrigerant types or blends or any other lubricants or system sealers will immediately **void** this limited warranty.
- This limited warranty shall not apply to any failure of any part caused by improper maintenance of a vehicle's air conditioning system or the failure of any other part, system or component.
- The product must be installed and used in strict accordance with the packaged instructions. These instructions may require additional service procedures and/or the replacement of other air conditioning parts, components or materials.
- The limited warranty does not include the cost of removing or returning the product, installing any replacement product or replacing any other parts or for other expenses, charges or damages, including, without limitation, labor costs required to restore the motor vehicle to its proper operating condition.
- This limited warranty does not cover the installation or use of any product on any vehicle other than those specifically identified by SMP Blue Streak in its parts catalog. Any installation or use of any product on any other vehicle will immediately **void** this limited warranty.

5. **Return Procedures for Warranty Claims**

- Warranty returns must have a separate Return Good Authorization (RGA) number for each brand returned and be returned via a preferred carrier. You can receive our RGA number with preferred carrier information by sending a request via email bshcustomerservice@smpcorp.com. You can call 1-877-234-2583 to check on your RGA number status. You will receive your RGA number via email.
- To receive warranty credit product must be returned in the original factory package. The factory package must be the correct part number for the product being returned. Warranty returns must be packaged separately. Each return must be packed in separate boxes with the RGA number clearly marked on the outside of the box. The RGA number must be on all related paperwork.
- Compressors returned for warranty must be accompanied by: either a shop ticket showing proper support product replacement and service procedures performed, or a purchase receipt showing

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support products such as an accumulator, orifice tube and flush being purchased with the compressor.

- All warranty/defective merchandise to be returned must be accompanied by an approved warranty tag. The tag must be completed with a full explanation of the reason of failure. "Defective" or "No Good" are unacceptable reasons and product so marked will not be considered for credit. Items with warranty tags that are not filled out completely will also not be considered for credit. Product not accepted for credit (discrepancies) will be sent back to the customer at their expense.
- All compressors must have an SMP Blue Streak serial number, part number, or have an SMP Blue Streak green changeover label.
- Currently, to provide additional customer protection, the NAPA Canada Regional Sales Manager must notify SMP Blue Streak's Customer Service Department when a customer is classified as a new customer. Once this is done, SMP Blue Streak will allow the credit of "Not of Our Manufacture" product for a period of one (1) year from the date of the customer changeover. If an unlabeled, competitive product is sent back to SMP Blue Streak under warranty, the customer is guaranteed credit for one year. If additional customer changeovers occur, it is the Representative's responsibility of the NAPA Canada Regional Sales Manager to note this on the Warranty Return paperwork.
- Authorized Warranty returns must be shipped to:

SMP Blue Streak
7680 Tranmere Drive
Mississauga, Ontario
L5S 1K4

- Warranty returns of 300 lbs. or more may be shipped, freight collect, using an approved carrier. SMP Blue Streak warranty product can be combined on one shipment provided that it is packed separately and all paperwork is kept separately denoting the separate RGA numbers on the outside of the box and paperwork. Also, warranty returns may be combined with core returns to meet weight criteria. Each return type and product line must be packed separately.
- Other types of returns (overstock, etc.) **cannot** be combined with warranty returns.
- Product to be returned must be securely packaged in containers suitable for shipping. Heavier parts must be placed at the bottom of carton/skid with lighter parts on top. Small packages must be packed in cartons to prevent loss during transportation. Product that is damaged or lost due to improper packing will not be credited.
- Credit will be issued to the supplying WD for merchandise found to be defective due to its manufacture. Credit value on warranty/defective returns will be based on prices in effect at time of credit.

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6. LIMITATION OF LIABILITY

THE WARRANTIES SET FORTH HEREIN ARE THE SOLE WARRANTIES AND ALL OTHER WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, ARISING BY LAW OR CUSTOM, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.

IN NO EVENT SHALL STANDARD MOTOR PRODUCTS, INC. BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES (REGARDLESS OF THE FORM OF ACTION, WHETHER IN STRICT LIABILITY, CONTRACT INCLUDING WARRANTY, OR IN TORT INCLUDING NEGLIGENCE) NOR FOR LOST PROFITS, NOR SHALL STANDARD MOTOR PRODUCTS, INC.'S LIABILITY FOR ANY CLAIMS OR DAMAGE ARISING OUT OF OR CONNECTED WITH THE MANUFACTURE, SALE, DELIVERY OR USE OF THE PRODUCT EXCEED THE PURCHASE PRICE OF THE PRODUCT. THIS LIMITATION ON LIABILITY SHALL APPLY TO ANY LIABILITY FOR DEFAULT UNDER OR IN CONNECTION WITH THE GOODS OR SERVICES DELIVERED HEREUNDER. WHETHER BASED ON WARRANTY, FAILURE OF OR DELAY IN DELIVERY, OR OTHERWISE.

THE WARRANTIES SET FORTH HEREIN ARE MADE TO, AND ONLY TO, STANDARD MOTOR PRODUCTS, INC.'S DIRECT PURCHASERS FOR RESALE, SUCH PURCHASERS ARE SOLELY RESPONSIBLE FOR ANY WARRANTIES THEY CHOOSE TO MAKE TO THEIR CUSTOMERS AND STANDARD MOTOR PRODUCTS, INC. SHALL NOT BE RESPONSIBLE FOR SUCH WARRANTIES IN ANY WAY.

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