



# LIMITED PRODUCT WARRANTY

## UDOR Plunger Pumps & Accessories

In the course of marketing or servicing the customer or potential customer's needs, UDOR USA will use its best judgement in its product recommendations. However, the ultimate responsibility for product application decisions shall rest with the customer. The sole and only warranty made by UDOR USA is the limited warranty described below.

**UDOR Standard Series P, M, G, and Vehicle Cleaning Plunger Pumps** are warranted by the manufacturer to the original purchaser to be free from defects in materials and workmanship under normal use and service for a period of five (5) years.

**UDOR Industrial Series GAMMA, PENTA, NX, VX, and All Hydraulic Drive Plunger Pumps** are warranted by the manufacturer to the original purchaser to be free from defects in materials and workmanship under normal use and service for a period of one (1) year.

**UDOR Accessories** are warranted to be free from defects in materials and workmanship under normal use and service for a period of ninety (90) days.

**"Normal use and service"** is defined as applications not in excess of recommended maximum speeds, pressures, temperatures or vacuums, only handling fluids which are compatible with pump or accessory materials and maintaining proper oil change intervals.

**"Proper oil change intervals"** for Plunger Pumps is changing PUMP OIL after the first 50 hour break-in period, and after every 500 hours of use thereafter using UDOR LUBE Premium Pump Oil and UDOR USA original equipment parts.

This Warranty DOES NOT APPLY to freight damage, damage due to freezing, running pump dry or improper lubrication of crankcase, normal wear of moving parts, damage due to misuse or misapplication, defects caused by the fault or negligence of the buyer or third party, or damage due to use of parts or accessories not obtained from or approved by UDOR USA.

This Warranty also does not apply to any pump or accessory which has been altered or modified to affect its performance or reliability or any pump or accessory that has been returned disassembled.

This Warranty excludes "normal wear items" such as elastomers, seals and valves.

All pumps and accessories being returned to UDOR USA for repair or warranty evaluation must be flushed of any and all chemicals. This also pertains to crankcases that have contaminated oil. Any pump received that has not been properly flushed will be immediately returned to sender freight collect. This policy has been put into place to protect our personnel from possible exposure to hazardous or unknown substances.

All warranty evaluation returns must be accompanied by the original purchase invoice and a RMA number. If invoice is not included, UDOR USA will determine warranty by manufacturer's serial number and date of manufacture on the pump label. Any collect shipments or any product returned without a RMA number will be refused and returned to sender.

UDOR USA's obligation under this warranty is limited to repair or replacement of product in question, at UDOR's option, upon return of the product, freight prepaid, to UDOR USA. UDOR USA agrees to be responsible for return shipping costs ONLY on any approved warranty repair or replacement product via ground transportation ONLY. This warranty is in lieu of all other warranties expressed or implied, including any warranty of merchantability and any warranty of fitness for a particular purpose.

**IN NO EVENT SHALL UDOR USA BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR EXPENSES OF ANY KIND. This includes lost income, travel time and expenses, lodging expenses, labor expenses, down time, shipping costs and any other INCIDENTAL or CONSEQUENTIAL damages or expenses.**

The only and total liability of UDOR USA under this limited warranty or in any claim regarding or involving UDOR USA is expressly limited to the repair, replacement or purchase price of the product.

**WARNING!: DO NOT PUMP OR FLUSH PUMP WITH ANY FLAMMABLE, EXPLOSIVE, CAUSTIC OR CORROSIVE FLUIDS. DO NOT USE ANY OF THESE PRODUCTS IN AN EXPLOSIVE ATMOSPHERE. FAILURE TO FOLLOW THIS WARNING CAN RESULT IN PERSONAL INJURY OR PROPERTY DAMAGE AND WILL VOID ANY AND ALL WARRANTIES.**

This Warranty supersedes any and all previous Warranties.