



## **PATTON DIVIDER BLOCK SYSTEMS**

### ***Pro-Tecting "Your" Compressor***



# **PATTON DIVIDER BLOCK SYSTEMS WARRANTY POLICY**

Effective – 10 – 20 - 2020

## **Summary**

Patton Divider Block Systems guarantees that its products will be free from defects in material and workmanship on the date of sale to the original purchaser, either directly from Patton Divider Block Systems or through an authorized distributor. This warranty is non-transferable and non-assignable by the original purchaser.

Unless otherwise specified in an extended or limited warranty published by Patton Divider Block Systems, the following terms apply:

- **Warranty Coverage Period:** Products determined to be defective will be replaced within a period of **twenty-four (24) months** from the date of sale.
- **Extended Warranty:** CCV- Cartridge Check Valves, MinuteMan Lube No-Flow Protection, Reset Pressure Indicators determined to be defective will be replaced within a period of **sixty (60) months** from the date of sale.
- **Warranty Conditions:** Coverage applies only if the products are installed, operated, and maintained in compliance with the guidelines provided in "**Patton's Operation and Maintenance of Divider Block Systems Training Manual.**"

This policy ensures that customers receive reliable, high-quality products when adhering to the recommended installation and maintenance practices outlined by Patton Divider Block Systems.

## **Warranty Exclusions**

This **warranty does not cover**, and Patton Divider Block Systems **shall not be held liable** for, any general wear and tear or damage caused by the following:

- Abuse or misuse of the product.
- Faulty installation performed by third parties.
- Misapplication or use of the product for unintended purposes.
- Corrosion or deterioration due to environmental conditions.
- Inadequate or improper installation or maintenance of the product.
- Negligence or accidental damage.
- Tampering or unauthorized modifications to the product.
- Substitution of non-Patton Divider Block System components.
- Product that has been disassembled



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- Use of incompatible accessories or materials not supplied by Patton Divider Block Systems.
- Improper installation, or maintenance by end user or third parties.
- Patton Divider Block Systems' **warranty is expressly limited to defects in material and workmanship under the specified conditions outlined in the warranty policy.** Any damages, failures, or issues resulting from the exclusions listed above **are explicitly** not covered **under this warranty.**

**NOTE:** Customers are encouraged to follow proper installation, operation, and maintenance procedures as detailed in **Patton's Operation and Maintenance of Divider Block Systems Training Manual** to ensure optimal product performance and to maintain warranty coverage.

## **Warranty Claims and Conditions**

The warranty provided by Patton Divider Block Systems is subject to the following conditions:

### **1. Pre-Visit Consultation:**

- A **telephone conference** with the responsible party is required before dispatching a technician.
- This consultation aims to:
  - Identify potential problems with the lubrication system.
  - Reduce compressor downtime.
  - Minimize unnecessary service charges for non-warranty issues.

### **2. Exclusions from Warranty Coverage:**

- **Product Warranty is for components only, and does not cover labor, mileage, truck, or tool charges if Patton field crews are requested to travel to the compressor site to replace items under warranty.**

**NOTE:** A Pre-Visit Consultation is required to ensure efficient warranty resolution while **minimizing unnecessary expenses for both Patton and the customer.** Adherence to the pre-visit consultation process can help reduce compressor downtime and streamline issue resolution.

### **1. Product Return:**

- **An RMA (Return Merchandise Authorization) must be issued by Patton for any warranty return**



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- The **RMA must be completed by returning party and be included with the returned product**
- The product claimed to be defective **must be returned prepaid** to Patton Divider Block Systems for inspection.

#### **2. Verification of Defect:**

- If the claimed defect in material or workmanship is verified by Patton Divider Block Systems, the defective parts will be repaired or replaced **free of charge**.
- The repaired or replacement parts will then be returned to the original purchaser with **freight prepaid**.

#### **3. On-Site Visit Charges:**

- If issues discovered during the site visit are determined to be caused by **incorrect installation or user error, the following charges will apply:**
  1. **Labor rates** at Patton's current pricing.
  2. **Travel and mileage costs** based on the distance to the installation site.

#### **4. Non-Verified Claims:**

- If Patton Divider Block Systems' **inspection does not confirm the claimed defect in material or workmanship, any necessary repairs or replacement will be performed and charged to the original purchaser.**

This process ensures fair evaluation of warranty claims while emphasizing the importance of compliance with the terms and conditions of the warranty policy.

## **Warranty Limitations and Liability**

#### **1. Exclusive Remedy:**

- Patton Divider Block Systems' sole obligation and the original purchaser's exclusive remedy for any breach of warranty are strictly limited to the terms outlined in this Warranty Policy.
- No other remedies will apply to product warranty, including but not limited to:
  - Incidental damages
  - Consequential damages
  - Direct or indirect damages
  - Special damages such as lost profits, lost sales, or property damage



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- Personal injury or any other incidental or consequential loss

## **2. Warranty Claims Timeframe:**

- Any action for breach of warranty must be initiated within **two (2) years** from the date of sale to the original purchaser.

## **3. Third-Party Products:**

- Items sold but not manufactured by Patton Divider Block Systems are covered by the specific manufacturer's warranty.
- Patton Divider Block Systems will provide reasonable assistance to the purchaser in filing claims for breaches of these warranties.

## **4. Exclusion of Indirect Damages:**

Under no circumstances will Patton Divider Block Systems be liable for indirect, incidental, special, or consequential damages arising from:

- The supply, performance, or use of any products.
- The furnishing of goods under this agreement.
- Liability exclusions apply regardless of the legal theory invoked, including contract, warranty, tort, negligence, or strict liability.

## **5. Governing Law:**

- This warranty is governed by the laws of the **State of Texas**.

## **Product and Installation Warranty**

### **2-Year and 5-Year Product Warranty**

#### **1. Twenty-Four (24) Month Warranty:**

- Covers all **divider block systems** and **accessories** purchased from Patton Divider Block Systems.
- Warranty coverage is **conditional** upon timely replacement of both **high-pressure** and **low-pressure in-line filter elements**.

#### **2. Five (5) Year Warranty Applies Specifically to:**

- **Patton CCV Cartridge Check Valves**



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- **MinuteMan Lube No-Flow Shutdown Protection**
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## **Limited Installation Warranty**

### **1. Coverage for Installation-Related Leaks:**

- Patton Divider Block Systems provides a limited warranty for leaks resulting from the installation of divider block systems.
- This warranty covers **parts, tubing, tubing fittings, and connections** that were installed by **Patton Technicians**.

### **2. Warranty Period for Product Installation:**

- Covers a period of **thirty (30) days** from the date of installation.
- During this time, Patton will repair or replace any products deemed defective under this warranty.

### **3. Conditions and Limitations:**

- This warranty is subject to all other terms and conditions of the Patton Divider Block Systems Warranty Policy.

**Note: Adherence to Patton's maintenance and filter replacement guidelines is critical** to ensuring warranty compliance and optimal system performance.

## **Warranty Replacement and Response Policy**

### **1. Scope of Warranty Coverage:**

- The product warranty covers defects in **material** and **workmanship** for Patton's products.
- Warranty claims are valid only when the defective product is returned to **Patton's facility in Midland, Texas**.

### **Warranty Response Time Determination:**

- Response times are quoted individually based on the location of the compressor and the time required for a technician to arrive on-site.