



# EMAX WARRANTY PROGRAMS

Service Department: [service@eatoncompressor.com](mailto:service@eatoncompressor.com)

Parts Department : [partsdepartment@eatoncompressor.com](mailto:partsdepartment@eatoncompressor.com)

Warranty Registry: [register@compressorwarranty.com](mailto:register@compressorwarranty.com)

Piston Tech Support: [nstone@eatoncompressor.com](mailto:nstone@eatoncompressor.com)

Rotary / Dryer Tech Support: [bertreyna@eatoncompressor.com](mailto:bertreyna@eatoncompressor.com)

Call: 1-937-540-1141



## STANDARD WARRANTY



All EMAX Customers receive our 1-year standard warranty with their purchase. Our 1-year warranty is valid 12 months from the date of purchase + order process & transit time. This warranty includes 1-year of pre-approved warranty labor, OEM replacement parts, along with ground shipping charges covered for 180 days.

## 5 YEAR EXTENDED WARRANTY



EMAX Customers will have the option for the first 12 months after date of purchase to register and opt in to our 5-YR extended warranty plan. This includes coverage on the OEM non-wear and tear component replacement parts. . Ground shipping is covered under the original standard warranty for the first 180 days. Warranty labor is covered under the standard warranty of 12 months and will not extend beyond. This plan does include our standard tech support.

## EXTENDED LIFETIME PUMP WARRANTY



EMAX Customer will have the option for the first 12 months after date of purchase to register and opt into our Extended Limited Lifetime Pump warranty program. With participation in our auto ship program receiving two kits the pump will maintain \* Limited Lifetime warranty. This includes coverage on the OEM non-wear and tear component replacement parts for 5 years. Ground shipping is covered under the original standard warranty for the first 180 days. Warranty labor is covered under the original standard warranty of 12 months and will not extend beyond. This plan does include our standard tech support along with our Smart Air Support providing the highest level of support with an interactive app. The app provides free remote interactive touch display, and real live personal to assist.



# HYDRO PISTON WARRANTY PROGRAM

## STANDARD WARRANTY



All EMAX Customers receive our 1-year standard warranty with their purchase. Our 1-year warranty is valid 12 months from the date of purchase + order process & transit time. This warranty includes 1-year of pre-approved warranty labor, OEM replacement parts, along with ground shipping charges covered for 180 days.

## EXTENDED **LIFETIME** PUMP WARRANTY

EMAX Customers will have the option for the first 12 months after date of purchase to register and opt into our Extended Limited Lifetime Pump warranty program. With participation in our auto ship program receiving 2 kits the pump will maintain \* Limited Lifetime warranty. This includes coverage on the OEM non-wear and tear component replacement parts for 5 years, including the VFD, PLC, & electric motor. Ground shipping is covered under the original standard warranty for the first 180 days. Warranty labor is covered under the original standard warranty of 12 months and will not extend beyond. This plan does include our standard tech support along with our Smart Air Support providing the highest level of support with an interactive app. The app provides free remote interactive touch display, and real live personal to assist.

## STANDARD WARRANTY



All EMAX Customers receive our 1-year standard warranty with their purchase. Our 1-year warranty is valid 12 months from the date of purchase + order process & transit time. This warranty includes 1-year of pre-approved warranty labor, OEM replacement parts, along with ground shipping charges covered for 180 days.

## 10 YEAR EXTENDED WARRANTY



EMAX Customers will have the option for the first 12 months after date of purchase to register and opt into 10-year extended parts warranty for any three-phase rotary compressor. This coverage would include 5 years of coverage for parts and 10 years of coverage on the air end (pump) and the motor. Customers with a single-phase rotary compressor can enroll in an optional 5-year extended parts warranty. This coverage covers compressor parts for 5 years. To get either warranty, customers must buy their compressors Eaton/ Emax branded service kit at least once a year and change their oil and filters once a year or every 4000 hours, whichever comes first. . Ground shipping is covered under the original standard warranty for the first 180 days. Warranty labor is covered under the standard warranty of 12 months and will not extend beyond. This plan does include our standard tech support.

## EXTENDED LIFETIME PUMP WARRANTY

EMAX Customer will have the option for the first 12 months after date of purchase to register and opt into our enroll in a lifetime pump warranty for rotary compressors. Customers must enroll in an auto shipment with PED or Eaton/Emax. The auto ship will send customers the LLW service kit for their compressor that includes 2 service kits, a suction valve rebuild kit, and a minimum pressure check valve rebuild kit. This plan is recommended for customers who will run their compressors heavily.

This includes coverage on the OEM non-wear and tear component replacement parts for 5 years. Ground shipping is covered under the original standard warranty for the first 180 days. Warranty labor is covered under the original standard warranty of 12 months and will not extend beyond. This plan does include our standard tech support along with our Smart Air Support providing the highest level of support with an interactive app. The app provides free remote interactive touch display, and real live personal to assist.

## STANDARD WARRANTY



All EMAX Customers receive our 1-year standard warranty with their purchase. Our 1-year warranty is valid 12 months from the date of purchase + order process & transit time. This warranty includes 1-year of pre-approved warranty labor, OEM replacement parts, along with ground shipping charges covered for 180 days.

## 10 YEAR EXTENDED WARRANTY



EMAX Customers will have the option for the first 12 months after date of purchase to register and opt into 10-year extended parts warranty. This coverage would include Kubota's engine warranty of 2 year or 2000hr whichever comes first. 10 years of coverage on the airend (pump). This coverage covers non-wear and tear compressor parts for 5 years. To get either warranty, customers must buy their compressors Eaton/ Emax branded service kit at least once a year and change their oil and filters once a year or every 4000 hours, whichever comes first. . Ground shipping is covered under the original standard warranty for the first 180 days. Warranty labor is covered under the standard warranty of 12 months and will not extend beyond. This plan does include our standard tech support.

## EXTENDED LIFETIME PUMP WARRANTY

**\*\*Limited Lifetime Warranty Plan:** With participation in our **SMART OIL™** auto ship program Eaton Compressor will extend the warranty plan to a

**\*\*Limited Lifetime Warranty** on the rotary screw compressor pump and 2 years or 2000 hours on engine and all other components for 5 years will be included as well, minus normal wear and tear parts included but not limited to valves (intake/suction, check, blowdown, thermo, pop off, unloader), and ball valves. Belts, shaft seals, load/unloader solenoids, sensors (temperature or pressure), Electrical contractors and relays, and any parts used that have a routine maintenance schedule.

Warranty repair parts under the Limited Lifetime warranty will not include any shipping charges beyond the Standard Warranty, therefore owner is responsible for all freight charges for warranty parts. This plan includes our advanced technical air support. Smart Tech Support provides you with the highest level of technical support. Smart Tech support is an interactive support team available to you at your fingertips by just downloading a free app. The app provides free remote meetings, interactive touch display, real live personal to assist.





# DIESEL ROTARY WARRANTY PROGRAM

## Tire Warranty:

**This Tire Limited warranty** is offered by the compressor manufacturer for a period of 60 days from the delivery of the unit. The manufacturer's obligation under this warranty is to repair or replace, at no cost to the end user, any warrantable part proven defective within the time limit of this warranty.

This **LIMITED WARRANTY** does not cover the, wheels(see section 5), suspension, paint/finish, lights, wiring or any other features outside of the trailer weldment, the correct operation of the tow bar, and/or the ball hitch mount and the Limited Warranty is determined by the following criteria: one year, to the original owner and is non-transferable, limited to the first accident or overloading. This warranty also DOES NOT cover:

Products operated in excess of rated capabilities

Misuse, abuse, or accidents

Trailers that have been altered, modified, or repaired in any manner not authorized by the manufacturer.

**KUBOTA ENGINE AMERICA CORPORATION LIMITED WARRANTY ON INDUSTRIAL ENGINES AND REPLACEMENT PARTS EFFECTIVE JANUARY 1, 2009 OUR WARRANTY TO YOU:**We warrant to you, the original purchaser, that all parts (except those referred to below) of your new Kubota industrial engine and replacement parts purchased from an Authorized Kubota Industrial Engine Distributor or OEM Distributor in the United States and Canada will be free from defects in materials or workmanship during the following periods.

1. Industrial Engines for 2 years or 2,000 hours, whichever occurs first.

2. Industrial Engines Major Component Warranty (MCW), 3 years or 3000 hours, whichever occurs first, parts only.

MCW covers cylinder block, cylinder head, crankshaft, camshaft, gears, pistons, rods, flywheel, flywheel housing, oil pump, pulleys, governor, intake manifold, oil pan, ignition distributor. MCW does not cover rings, bearings, water pump, any electrical component, valve train components, accessory parts, seals, gaskets, carburetors, exhaust manifold, hoses, all fuel system components, muffler, any filters, radiator, fan, belts, thermostat, spark plugs, fuel transfer pumps.

3. Replacement parts for 1 year.

## **WHAT YOU MUST DO TO OBTAIN KUBOTA ENGINE WARRANTY SERVICE**

In order to obtain warranty repairs, you must deliver the product, together with proof of purchase, to an Authorized Kubota Industrial Engine Distributor or Dealer at your expense. The names and addresses of such Authorized Kubota Industrial Engine Distributors can be found on the internet at [www.kubotaengine.com](http://www.kubotaengine.com), by calling 1- 800-532-9808 or by contacting:

*All units are shipped with break-in oil and filters that must be changed to our Smart Oil and new filters at 600 hours  
Thereafter oil and filters should be changed annually or every 4000 hours whichever occurs first, using only our Smart Oil and filters.  
Engine oil and filters must be changed every 100 hours or annually, whichever occurs first, using only our Smart Oil and filters.  
Always maintain proper oil levels in unit. If the unit runs out of oil due to neglect the warranty will be voided.  
Use only Smart Oil and filters in your compressor, or your warranty will be voided.*





## STANDARD WARRANTY



All EMAX Customers receive our 1-year standard warranty with their purchase. Our 1-year warranty is valid 12 months from the date of purchase + order process & transit time. This warranty includes 1-year of pre-approved warranty labor, OEM replacement parts, along with ground shipping charges covered for 180 days.

## 3 YEAR EXTENDED WARRANTY

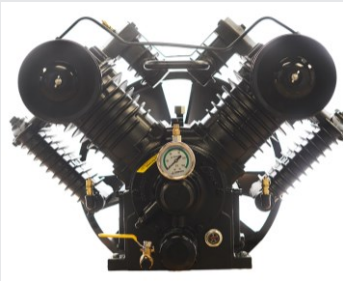
EMAX Customers will have the option for the first 12 months after date of purchase to register and opt in to our 3-YR extended warranty plan. This plan requires purchase of one filter kit once every 12 months. This includes coverage on the OEM non-wear and tear component replacement parts. . Ground shipping is covered under the original standard warranty for the first 180 days. Warranty labor is covered under the standard warranty of 12 months and will not extend beyond. This plan does include our standard tech support.

## STANDARD WARRANTY

All EMAX Customers receive our 1-year standard warranty with their purchase. Our 1-year warranty is valid 12 months from the date of purchase + order process & transit time. This warranty includes 1-year of pre-approved warranty labor, OEM replacement parts, along with ground shipping charges covered for 180 days.

## 5 YEAR EXTENDED WARRANTY

EMAX Customers will have the option for the first 12 months after date of purchase to register and opt in to our 5-YR extended warranty plan. This includes coverage on the OEM non-wear and tear component replacement parts. . Ground shipping is covered under the original standard warranty for the first 180 days. Warranty labor is covered under the standard warranty of 12 months and will not extend beyond. This plan does include our standard tech support.





- Any warranty claims for parts or labor need to go through Eaton/ EMAX Compressor for approval and the customer must get diagnosed over the phone by our technicians.
- These customers must buy the Emax branded service kit for their compressor and change their oil and filters with it every 6 months or 1000 hours, whichever comes first.
- Our 1-year warranty is valid 12 months from the date of purchase + order process & transit time. Will not back date due to delayed installation
- Customers can also enroll their compressor in a lifetime pump warranty. These customers must enroll in an auto ship through Emax or through another dealer that offers a valid subscription program. This will automatically send customers the service kits for their compressor. As long as the customer remains on the auto shipment, their pump will be covered.
- Customers must save their receipts for all maintenance kits if they are not purchased directly through Eaton/ Emax. They will need to provide this if any warranty parts or service is needed.
- Wear and tear items such as belts are not included in the warranty.
- All warranty service has to be pre-approved by Eaton Compressor. Customer will not be reimbursed for hiring someone outside of an approval. Any warranty claims for parts or labor need to go through Eaton/ EMAX Compressor for approval and the customer must get diagnosed over the phone by our technicians.
- Regarding electric rotaries, After the initial break-in of 600 hours, customers must send an oil sample to Emax after every oil change.
- Extended warranties are only valid with purchase of full maintenance kits and not just oil.
- Freon replacement in air dryers is not included in the warranty.



## SERVICE AND PARTS

THE BEST SUPPORT IN THE INDUSTRY

EMAX Compressor provides the best support in the industry. We have an amazing team on the road and in our call center ready to help!

Our Smart air support allows us to provide trouble shooting and guidance virtually, as if we were right on-sight!

## SMART AIR SUPPORT

This cutting-edge way to solve any issues you may experience with its unique "see-what-you-see" technology using your smart phone. This is tech support 2.0! No matter how far away our customer may be with Smart Air Tech Support, we're able to see through our customers smartphone camera and guide them, even setting 3D markers on their compressors to collaborate with them to repair the issue.

Our virtual tech support helps avoid delays in repairs and lessen downtime. Our team is ready to provide direct support via audio and video with a quick download of an APP.

Service Department: [service@eatoncompressor.com](mailto:service@eatoncompressor.com)

Parts Department : [partsdepartment@eatoncompressor.com](mailto:partsdepartment@eatoncompressor.com)

Warranty Registry: [register@compressorwarranty.com](mailto:register@compressorwarranty.com)

Piston Tech Support: [nstone@eatoncompressor.com](mailto:nstone@eatoncompressor.com)

Rotary / Dryer Tech Support: [bertreyna@eatoncompressor.com](mailto:bertreyna@eatoncompressor.com)

Call: 1-937-540-1141



PH 937.540.1141  
EM sales@emaxcompressor.com  
1000 Cass Dr.  
Englewood OH 45315

[www.emaxcompressor.com](http://www.emaxcompressor.com)

THANK YOU  
FROM OUR EMAX TEAM