



**SAMSON**

**2021 STANDARD WARRANTY**

# Warranty Program

## STANDARD WARRANTY

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Samson warrants the equipment manufactured by Samson and bearing its name to be free from defects in materials and workmanship for a period of (2) year following the date of purchase by the distributor. This warranty applies only to equipment installed by an authorized distributor and operated and/or maintained in accordance with Samson's written recommendations. At Samson's discretion and with a distributor's original purchase order and proof of installation date, an on-shelf allowance of no more than six months may be added.

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Service parts carry a 90-day warranty.

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Items sold, but not manufactured by Samson (including materials, equipment, or components such as hoses, FRLs, electric motors, etc.) are subject to the warranty, if any, of the original manufacturer. Samson will provide purchaser with reasonable assistance in making any claim for breach of these warranties. However, if the original manufacturer denies such warranty claims, Samson has no additional liability.

All equipment determined by Samson to have defective materials or workmanship within the warranty period will be repaired or replaced at Samson's discretion. This warranty specifically excludes soft parts and normal wear parts.

Samson standard warranty covers defects in materials and workmanship only. This warranty does not cover, nor shall Samson be liable for repair or replacement of parts or equipment resulting from:

- Failure of normal wear parts including but not limited to: O-rings, packings, seals and valves
- Wear and tear through normal use
- Damage or failure caused by not following proper installation procedures found in Samson Service Manuals and/or installation by non-authorized Samson Service Center
- Abuse, misapplication, abrasion, corrosion, insufficient or improper maintenance, negligence, accident, alteration
- Damage caused by thermal expansion when adequate pressure relief was not included in the system
- Fluid incompatibility
- Substitution of non-Samson component parts
- Dirt, water, or debris in air and/or fluid lines; this includes, but is not limited to clogged inlet filters, strainers, regulators, meters, control handles, tips and valves
- Hose reel spring tension adjustment.

This warranty is conditioned upon the prepaid return of the defective equipment to an authorized Samson distributor or Samson directly for verification of the claimed defect. If the claim is valid, Samson will repair or replace, free of charge, any defective parts. The equipment will be returned to the original purchaser, transportation prepaid. If the claim is not valid, Samson will contact the distributor via e-mail to determine disposition - either the product will be sent back to the customer per customer's expense, or the customer must provide written authorization to Samson allowing Samson to dispose of the customer's equipment.

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UNLESS OTHERWISE AGREED TO IN WRITING, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL SAMSON BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR OTHER DAMAGES OF A SIMILAR NATURE, INCLUDING BUT NOT LIMITED TO, LOST PROFITS, LOST PRODUCTION, PROPERTY DAMAGE, WHETHER SUFFERED BY BUYER OR ANY THIRD PARTY, IRRESPECTIVE OF WHETHER CLAIMS OR ACTIONS FOR SUCH DAMAGES ARE BASED UPON CONTRACTS, WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE.

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**\*Outfits/Packages** - Warranted by the individual components (e.g. hoses within packages are covered by standard warranty while pumps are covered by extended warranty)

**\*\*EXCLUDES** all DEF packages & components, these carry a 1-year standard warranty.

If service must be performed on-site, Authorized Samson Service Centers may claim required repair/replacement labor within the limits of the Samson Flat Rate Chart (see page 8) plus a one-time per incident travel allowance of \$1.25 per mile, not to exceed \$105.00 (US) for performing on-site warranty service.

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Pre-approval from Samson Technical Service Department must be obtained BEFORE warranty work is performed in any of the following instances:

- Repair time/labor will exceed the Samson Flat Rate Chart
- Travel expenses will exceed the allotted \$105.00 travel allowance
- A second trip is required to a service site (ex. Loaner equipment installation and removal)

## WHAT TO DO IF A PRODUCT FAILS WITHIN THE WARRANTY PERIOD

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1. Evaluate possible cause of failure. Don't assume warranty until Samson Corporation evaluates the product. Samson Corporation makes the final warranty determination.
  2. Ensure you have the proper tools and probable parts needed for repair. In some cases, advance prior approval may be necessary. See item 6 under warranty claim procedure.
  3. Repair if possible, as long as the total cost to repair is less than 60% of the cost of a replacement product.
  4. If you need to order parts for repair, order through the normal channels; Samson Customer Service.
  5. Upon completion, file a claim for final warranty determination.
- Advise the end-user that Samson Corporation determines warranty.
  - If warranty is not approved, cost of repair will be the end-users responsibility.

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## **WARRANTY CLAIM PROCEDURE**

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To ensure prompt credit, please follow these instructions:

Samson uses paperless warranty claim processing system at [www.Samsonservice.com](http://www.Samsonservice.com)

1. Enter your User ID and Password. If you don't have one, please call Samson Technical Service at 828-686-8511
2. Claims must be submitted within 30 days of service date - NO exceptions
3. Warranty costs will be reimbursed in accordance with the current Samson Flat Rate Chart.
4. Upon approval, replacement equipment and/or parts will be shipped free of charge and credit will be issued according to the Samson warranty code and policy.
5. Advance approval must be obtained from Samson Technical Service if:
  - a. Labor expenses exceed the maximum allowable time on the Samson Flat Rate Chart
  - b. Claim form is incomplete and/or information unavailable
  - c. Costs for non-allowable charges
  - d. Repair cost exceed 60% of the original net purchase price of the product being claimed
6. Samson warranty applies only to equipment installed and operated according to applicable Samson Service Manuals and Installation Instructions.
7. Retain all parts replaced on warranty claims for 45 days. If necessary, for analysis, we will request the return of the defective parts by e-mail. If you are not contacted within 45 days after submitting the claim, the parts may be discarded. When parts are requested to be returned to Samson, you will receive an e-mail from technical service "requesting the parts be returned for review." DO NOT return any parts to Samson unless requested. Any equipment returned to Samson must have the Warranty Service Claim number (WSC#-provided at time of claim submittal) clearly marked on the outside of the shipping label and must be returned at distributor's cost.

# Flat Rate Chart

## **PumpMaster 2, PumpMaster 3, PumpMaster 4 - ALL RATIOS**

Removal from Service	0.5 hr.
Air Motor Service	0.5 hr.
Fluid Section Service	0.5 hr.
Install in Service	0.5 hr.

## **PumpMaster 35, PumpMaster 45, PumpMaster 60 - ALL RATIOS**

Removal from Service	0.5 hr.
Air Motor Service	0.5 hr.
Fluid Section Service	0.5 hr.
Install in Service	0.5 hr.

## **Diaphragm Series**

Removal from Service	0.5 hr.
Air Motor Service	0.5 hr.
Fluid Section Service	0.5 hr.
Install in Service	0.5 hr.

## **Meters & Control Handles**

Meter Replacement	0.5 hr.
Module Replacement	0.5 hr.

## **Hose Reels**

Replacement of Hose Reel	1.0 hr.
Stop Pawl Replacement *	0.5 hr.
Swivel Replacement *	0.5 hr.
Hose Replacement *	1.0 hr.

\* Assuming single replacement at single site

**Samson Corporation**

One Samson Way  
Swannanoa, NC 28778, USA  
Tel.: (828) 686-8511  
Fax: (800) 699-2693  
info@Samson.com  
www.Samson.com

**Customer Support**

Tel.: (828) 686-8511  
(Monday to Friday, 8:00 AM - 5:00 PM ET)  
- Order entry  
- Product availability and information  
- Pricing  
- Shipping dates and delivery information  
- Return Merchandise Authorization

**Technical Support**

Tel.: (828) 686-8511  
(Monday to Friday, 8:00 AM - 5:00 PM ET)  
- Repair advice  
- Product application recommendations  
- Warranty claims and returns  
- Service bulletins

**Place an Order**

Tel.: (828) 686-8511  
Fax: (800) 699-2693  
- Fax orders day or night  
- Order confirmed next business day by fax or e-mail  
E-mail: orders@Samson.com

Distributor