

All Star Warranty Procedure

Limited Warranty All Star warrants all of its products against defects in material and workmanship for a period of one (1) year from the date the product is placed in service to a maximum of eighteen (18) months from the date of shipment, whichever occurs first. Purchaser is responsible for providing adequate and approved storage during the 18 month period. Notwithstanding the foregoing, any equipment or components of the products not of All Stars own manufacture and/or specified by the purchaser, is sold under only such warranty as the maker thereof extends to All Star and All Star is able to enforce, but such items are not warranted by All Star in any way. All Star is not responsible for product failures caused by the purchaser or their customer misapplying the product, operating the product beyond the published ratings and values, misuse, field alterations and changes, lack of proper maintenance or improper storage, neglect or accident are also excluded from this Limited Warranty. This Limited Warranty is effective, provided (1) The purchaser immediately notifies All Star in writing of the alleged defect after it becomes known to the purchaser and (2) No alterations, repairs or services have been performed by the purchaser or third parties on the product, without the written approval of an officer of All Star and (3) a properly sized and set pressure or vacuum relief valve and air intake filter are installed. **This Warranty is in lieu of all other expressed or implied warranties, including any warranty of merchantability or fitness for any purpose.**

The warranty does not include mis-use or mis-application, abuse, neglect or other causes of failure beyond the manufacture's control. If your blower/pump has failed and is outside of the warranty period, please contact All Star for the closest recommended service shop. If the blower/pump has failed within the warranty period due to causes you feel are covered within warrant, it is necessary to follow these steps below. If these steps are not properly followed, your claim for warranty may be voided.

Step 1 Do not disassemble or try to repair the blower/pump or any component. Any attempt to repair or correct a problem by you or your agent will void your warranty. *A disassembled unit will not be covered by warranty.*

Step 2 Complete the form below and fax (901-758-0816) or email (marc@all-star-usa.com) Complete all of the information requested. You can contact All Star at 800-431-8258 or 901-755-9613.

Step 3 Based upon a review of the information and verification of the date of manufacture, you will be advised to (1) take the blower to an EASA service shop for a warranty claim inspection. Upon completion of an inspection of the unit, the EASA service shop will advise you if the failure is within All Star's warranty. If the failure is within warranty, the unit will be repaired or replaced without cost for labor or parts. If the failure is determined not to be within All Star's warranty, you can elect to have the unit repair or replaced at your expense. If the problem is not a warranted, you will be responsible for all inspection and service charges. If you are not familiar with EASA service shops in your area, one can be located online at <http://www.easa.com>.

Company Name _____

Contact Person _____ Tel _____ Fax _____

email address _____

Address _____ City _____ State _____ Zip _____

Date unit failed _____

Blower/Pump Nameplate Data

Model Number _____ Serial Number _____

Date Place Into Service _____

Motor Nameplate Data

Manufacture's Name _____ HP _____

Enclosure (ODP, TEFC, EXPRF, Other) _____ Voltage rating _____

Equipment Manufacturer (If supplied with a machine or piece of equipment)

Company Name _____

Company's Equipment Model # or Description _____

Description of Failure (Describe the type of failure on the reverse side or a separate page)



SERVICE SHOP WARRANTY INSPECTION PROCEDURE ALL-STAR PRODUCTS

All-Star regenerative blowers are warranted for a period of twelve (12) months of service, limited to occur within 18 months from the date of shipment. For warranty coverage details, refer to our Warranty Statement.

Procedure for Warranty Service

1. If a blower fails within the above period and it is felt the blower failed due to a warranted cause, it is the User's responsibility to removed the blower from service and taken to one of the following. The customer is responsible for delivering the blower to one of the following facilities.
 - a. An EASA member service facility. EASA member locations can be found online at <http://www.easa.com>
 - b. A warranty designated service facility approved or recommend by All-Star Products

2. Upon receipt, the service facility is to

- a. Inspect the blower and motor to determine the cause of failure. If it is determined that the cause of failure is not due to faulty materials or workmanship, the customer is to be advised the cause of failure. It is then the customer's responsibility to decide on now to proceed with the necessary repairs.
- b. If the inspection results indicate that the blower failed under warranted conditions, the EASA shop has to prepare an inspection report and include all of the information on the blower nameplate, the cause of the failure, the parts and labor required to repair the blower or motor and the cost of such repairs. This report is to be faxed to All-Star Products at 901-758-0816 BEFORE any repairs are performed.

NO WORK is to be performed on behalf of All-Star Products without prior approval.

All work estimates are to be based upon the service facility's standard hourly rate. Premium labor time for any repairs is not allowed, unless authorized in advance by All-Star Products.

In reviewing the repair cost estimate, All-Star will advise the EASA shop to either proceed with the repairs or that a replacement new blower will be shipped to the customer.

In the case where the blower will be replaced rather than repaired, the EASA service shop will be paid an inspection fee.

ALL PARTS are to be retained by the service facility until All-Star advises if they should be returned to All-Star or disposed.

3. Once the blower is repaired under warranty and returned to the customer, the service facility should fax their invoice to All-Star Products at 901-758-0816. Your invoice will be paid within 30 day terms if we have received an inspection report.
4. During your inspection of a warranty claim, you need to determine (1) if the customer had a pressure or vacuum relief installed (2) if the customer had a filter installed (3) the date the blower was installed.

In addition, you need to pay special attention to the condition of the bearings and the bearing lubricant. Since the blower normally operates at a high temperature, the blower can easily become overloaded, causing the bearing lubricant to burn off or melt, causing the bearing to become locked onto the impeller shaft.

This condition is NOT NORMAL and is NOT A WARRANTED FAILURE. It is the customer's responsibility to insure the blower is sized and operated properly to avoid such a situation.

5. Any disassembly or attempted repairs by the customer will VOID any warranty claim.
6. For any questions, please contact All-Star Products at 800-431-8258. Additional assembly and parts information can be located online at <http://www.all-star-usa.com>

Thank you for helping us to provide excellent service to our mutual customers.



Service Inspection Request

Note: We are unable to complete an inspection for warranty or non-warranty service without all of the information requested or not filled-in. Thank you.

Customer		RMA/Report No.		Service Shop	
Address		Inspection Date		Address	
City		Manufacturer		City	
State		Model No		State	
Contact		Serial No		Contact Name	
Phone		Product Name		Phone	-
Fax		Installation Date		Fax	
eMail		Failure Date		eMail	

Description of Problem (If more space is required, use the end of this form) .

Service Shop To Complete Below

Inspection Results							Repair Parts and Labor Cost		
Condition responsible for failure Y = Yes O = Contributing							Quan	Part No & Description	Cost
STATOR		Y	O	TERMINAL L BOARD		Y	O		
11	Short			53	Terminal board fault				
12	Open			BEARINGS					
13	Grounded			75	Bearing worn or loose				
14	Complete burn out			76	Bearing tight				
15	Phase burn out			77	Bearing rough				
16	Main winding burned out			78	Rotor rubbing stator				
17	Broken leads or disconnected			HOUSING OR BRACKETS					
18	Leads marked or connected wrong			81	Cracked / Broken				
				82	Bent or Distorted				
CAPACITOR				83	Damaged				
21	Shorted			84	Faulty Manufacture				
22	Open			MISCELLANEOUS					
ROTOR SHAFT				91	Magnetic noise				
31	Open			92	Mechanical noise				

34	Distorted			93	Excessive end play				
35	Fan missing			94	Base/mounting plate				
36	Centrifugal Switch Bad			95	Wrong rotation				
38	Not balanced			97	Wrong nameplate			TOTAL PARTS COST	
				Total Hours		Hourly rate	\$	TOTAL LABOR COST	
								TOTAL COST	

Inspection results:

Refer to photos if any are attached.

NOTES: