



# Royal Blue Warranty Adaptation

Rotary Screw Products

Excerpted from the Warranty Policies &  
Procedures Handbook - Book No. X-659-4



Book No. X-659-4A

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# Royal Blue Warranty Statement (Rotary Screw Products)

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## Royal Blue Warranty

Quincy Compressor® Industrial Screw Products

QGD ♦ QGV ♦ QSI

(FULL LOAD AT 150 PSI OR BELOW)

Seller warrants products of its own manufacture against defects in workmanship and materials under normal use and service, as follows:

**Packaged Compressors** - Twelve (12) months from date of start-up or eighteen (18) months from date of shipment from the factory, whichever occurs first.

**Airend on Packaged Compressors (for service at full-load pressure at or below 150 psig)** - Ten years (120 months) from date of startup (not to exceed 126 months from date of shipment from the factory).

**Air/fluid Reservoir Tanks** - Five years (60 months) from date of start up (not to exceed 66 months from date of shipment), including parts and labor. In the event of a reservoir tank failure, the parts and labor coverage is limited to the reservoir tank itself and does not cover the separator element(s) or loss of fluid.

**Air and Fluid Heat Exchangers** - Five years (60 months) from date of start up (not to exceed 66 months from date of shipment), including parts and labor for the first twelve (12) months, parts only after twelve (12) months. In the event of a heat exchanger failure, the parts and labor coverage is limited to the heat exchanger itself and does not cover the loss of fluid. Remote mounted coolers are not covered under the Royal Blue Warranty.

**Drive Motors** - Five years (60 months) from date of start up (not to exceed 66 months from date of shipment), including parts and labor. Royal Blue warranty does not cover medium voltage (above 575 volt, 3 phase) or customer specified motors. Before any motor repairs or replacements are performed, the factory must be contacted at the time of failure in order to approve any further action.

**Drive Coupling Elements (QGV, QSI & QGD)** - Five years (60 months) from date of start up (not to exceed 66 months from date of shipment), including parts and labor. (Machine must be installed and operated in accordance with the Operator's Manual.)

**Variable Speed Drives (if applicable)** - Five years (60 months) from date of start up (not to exceed 66 months from date of shipment), including parts & labor for the first year (12 months), parts only for the remainder of the warranty period. Unit must be installed in an environment that is well ventilated and appropriate for the compressor's NEMA rating & a line reactor purchased and installed (from Quincy Compressor) is required.

**Remanufactured Airend** - Twelve (12) months from date of shipment from the factory.

**Parts** - Ninety (90) days from date of Distributor sale or one (1) year from date of factory shipment.

With respect to products not manufactured by Seller, Seller will, if practical, pass along the warranty of the original manufacturer.

The terms of coverage for the Royal Blue Warranty are listed below. Failure to follow the terms will invalidate the Royal Blue Warranty.

### **AUTHORIZED START-UP REQUIRED:**

The distributor performing the start-up is required to submit a start-up report to the Bay Minette Service Department upon installation of Quincy Compressor rotary screw products. The start-up report must be submitted to Quincy Compressor online via the Distributor Login link on the homepage of the Quincy Compressor website ([www.quincycompressor.com](http://www.quincycompressor.com)). Start-up sheets are supplied with all rotary screw products, however, a fee of \$100.00 will be charged for submitting a paper start-up report.

Please note that start up and warranty registration is mandatory for all Royal Blue Warranty products. Please consult your local Quincy Authorized Distributor for start-up and warranty registration. Quincy Compressor will send confirmation to the user's contact email address provided by the distributor regarding the Royal Blue Warranty registration. Please note that it is the responsibility of the Quincy Authorized Distributor to register the equipment for the Royal Blue Warranty. See Quincy's privacy statement at [www.quincycompressor.com](http://www.quincycompressor.com) found in the "Policies" link in the site footer.

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### GENUINE PARTS AND FLUIDS

The compressor must be maintained with QuinSyn-PG (8,000 hours maximum), QuinSyn-XP (12,000 hours maximum), QuinSyn-Plus (8,000 hours maximum) or QuinSyn-F fluid (6,000 hours maximum). Maximum fluid change intervals are noted per fluid and shall not exceed 24 months for any fluids. Actual fluid change interval is to be determined by fluid sampling report, not to exceed maximum fluid change interval. Fluid samples must be taken every 2,000 hours or six (6) months, whichever comes first, or as directed by the analysis report and submitted to Quincy Compressor's sample laboratory. Only genuine Quincy Compressor maintenance and replacement parts may be used on the compressor.

The use of Genuine Quincy Compressor consumables are required to maintain the Royal Blue Warranty. In addition to the service intervals specified above, the following maintenance intervals shall be followed.

#### Nominal Change Interval Minimums

Air Filter(s)	2000 running hours or 1year, whichever comes first
Oil Filter(s)	1000 running hours or 1year, whichever comes first
Separator Element(s)	4000 running hours or 1year, whichever comes first
VFD Cabinet Filter(s)	2000 running hours or 1year, whichever comes first

The above service intervals are minimums. Extreme conditions may require more frequent service. In the event the compressor's local controller indicates maintenance is required prior to achieving these intervals, then the compressor's local controller shall dictate the service interval.

Normal rules of warranty apply regardless of coverage length. Inlet valves, fluid pumps and shaft seals are covered by the standard (1 year) warranty terms and are not included in the Royal Blue Warranty program. The Royal Blue Warranty is non-transferable.

The customer and/or Quincy Distributor must keep copies of all maintenance records, parts purchases and sampling reports. The following records will be required for warranty airend replacement and/or warranty claim consideration and should be submitted to the Quincy Compressor Customer Service Department:

- A completed Airend Failure Information form.
- A copy of the Royal Blue Warranty Registration/ Agreement form.
- Copies of all maintenance logs for the unit.
- Proof of purchase of genuine Quincy parts and fluids.
- Copies of all fluid analysis reports.

Notice of the alleged defect must be given to Seller in writing with all identifying details including serial number, model number, type of equipment and date of purchase, within thirty (30) days of the discovery of same during the warranty period.

Seller's sole obligation on this warranty shall be, at its option, to repair, replace or refund the purchase price of any product or part thereof which proves to be defective. If requested by Seller, such product or part thereof must be promptly returned to Seller, freight collect for inspection.

Seller warrants factory repaired or replaced parts of its own manufacture against defects in material and workmanship under normal use and service for ninety (90) days or for the remainder of the warranty on the product being repaired, whichever is longer.

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This warranty shall not apply and Seller shall not be responsible nor liable for:

- a) Consequential, collateral or special losses or damages;
- b) Equipment conditions caused by fair wear and tear, abnormal conditions of use, accident, neglect or misuse of equipment, improper storage or damages resulting during shipment;
- c) Deviation from operating instructions, specifications, or other special terms of sales;
- d) Labor charges, loss or damage resulting from improper operation, maintenance or repairs made by person(s) other than Seller or Seller's authorized service station.
- e) Improper application of product.

In no event shall Seller be liable for any claims, whether arising from breach of contract or warranty of claims of negligence or negligent manufacture, in excess of the purchase price.



### **NOTICE!**

Quincy Compressor reserves the right to modify or withdraw this Royal Blue Warranty program at any time on units not already covered by this ROYAL BLUE WARRANTY program.



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