ADDITIONAL WARRANTY GUIDELINES

Jan-Air, Inc. – October 23, 2017

This guide is intended to provide additional information and illustrations of damaged/misused items not covered under Jan-Air's 1-Year Limited Warranty Agreement. Please review our full Warranty Agreement before requesting a return. The Agreement does not warranty:

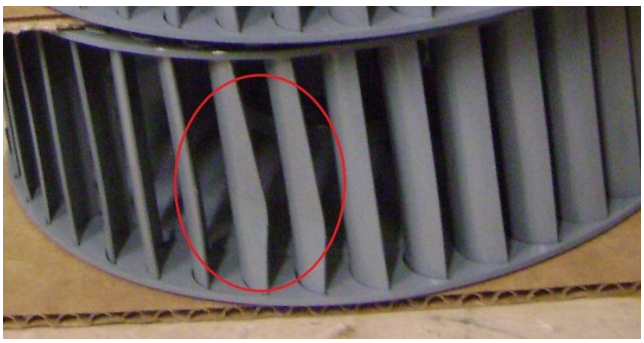
- DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, FIRE, THEFT, DISAPPEARANCE, MISPLACEMENT, FLUCTUATIONS AND POWER SURGES, RECKLESS, WILLFUL, OR INTENTIONAL CONDUCT;
- DAMAGES CAUSED BY USAGE THAT IS NOT IN ACCORDANCE WITH ACCEPTED INDUSTRY PRACTICES OR FAILURE TO PERFORM PREVENTIVE MAINTENANCE;
- DAMAGE CAUSED BY A PRODUCT OR PART THAT HAS BEEN MODIFIED TO ALTER FUNCTIONALITY OR CAPABILITY;
- DAMAGES CAUSED BY THE COMBINATION OF JAN-AIR PRODUCTS WITH OTHER NON-JAN-AIR PRODUCTS, ACCESSORIES, PARTS OR COMPONENTS;
- COSMETIC DAMAGE OR EXTERIOR FINISH THAT DOES NOT AFFECT FUNCTIONALITY INCLUDING BUT NOT LIMITED TO SURFACE SCRATCHING/MARKING;
- DAMAGE CAUSED AS A RESULT OF IMPROPER TRANSPORTATION OR PACKING/PACKAGING WHEN RETURNING THE PRODUCT TO JAN-AIR.

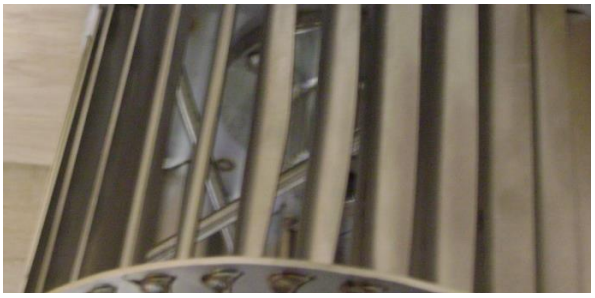
Process for Requesting a Warranty Claim

1. Inspect the item(s) for damage of any kind. Use the examples of impeller damage shown below for guidance.
2. Take pictures of the item(s) to show that they are in a warrantable condition. If signs of damage are present, the item will not be considered for a warranty claim. This includes checking the item for deformations that might not be obvious to the eye (see section 3 below). Set the item against a flat surface and/or roll it gently on a flat surface to check for any inconsistencies in the item's shape. If damage is suspected during shipment, a claim should be made with the shipper directly.
3. Provide the part number, original PO number, a detailed description of the problem, and any related images or additional documents to info@jan-air.com.
4. Jan-Air will respond with an RMA number if further review of the part is required before accepting or rejecting the warranty claim. More information may be gathered by Jan-Air before an RMA number is assigned.
5. Send the item back to Jan-Air when applicable. Clearly mark the box and paperwork with the RMA number. A Jan-Air representative will contact you with the status of the RMA.

Examples of Damage Not Covered by the Warranty Agreement

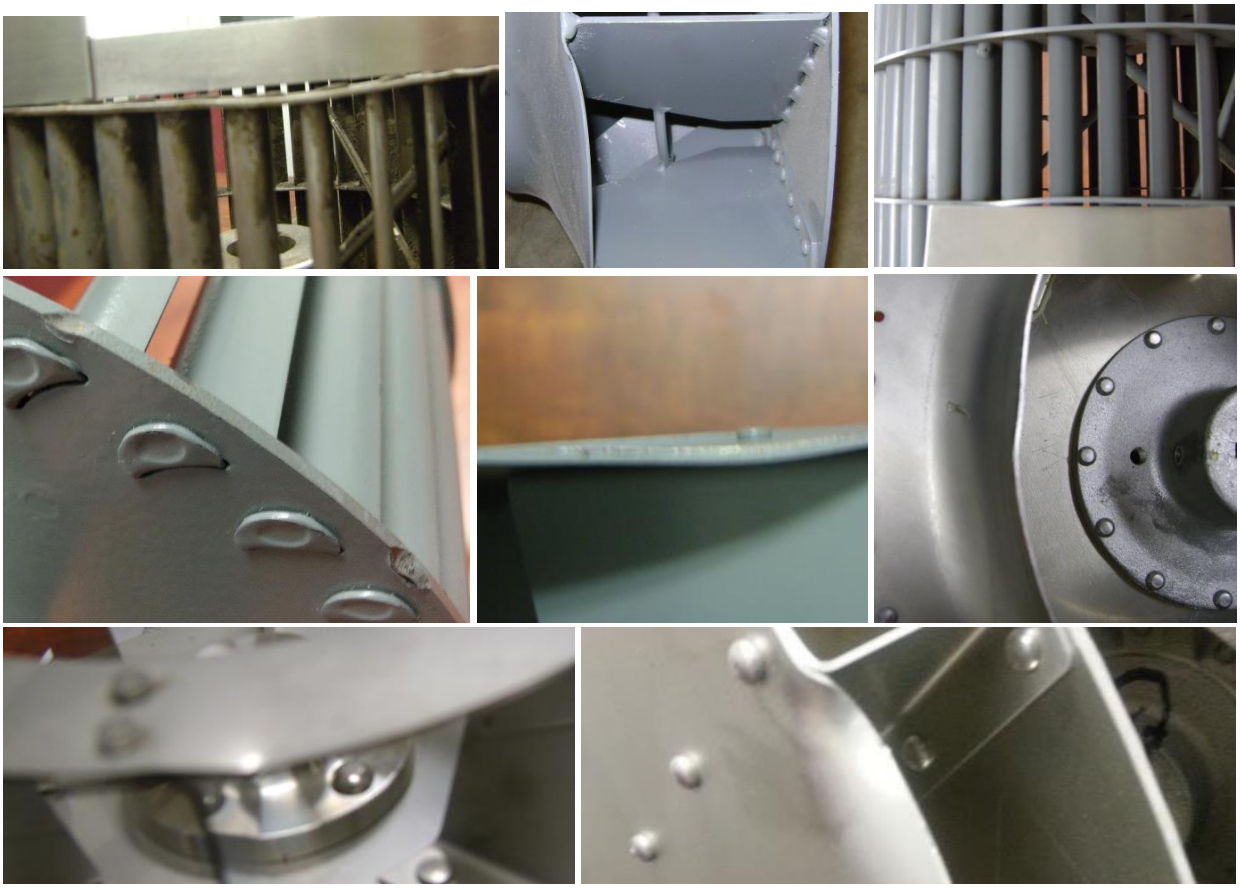
1. Visible Damage
    a. Dents on Blade



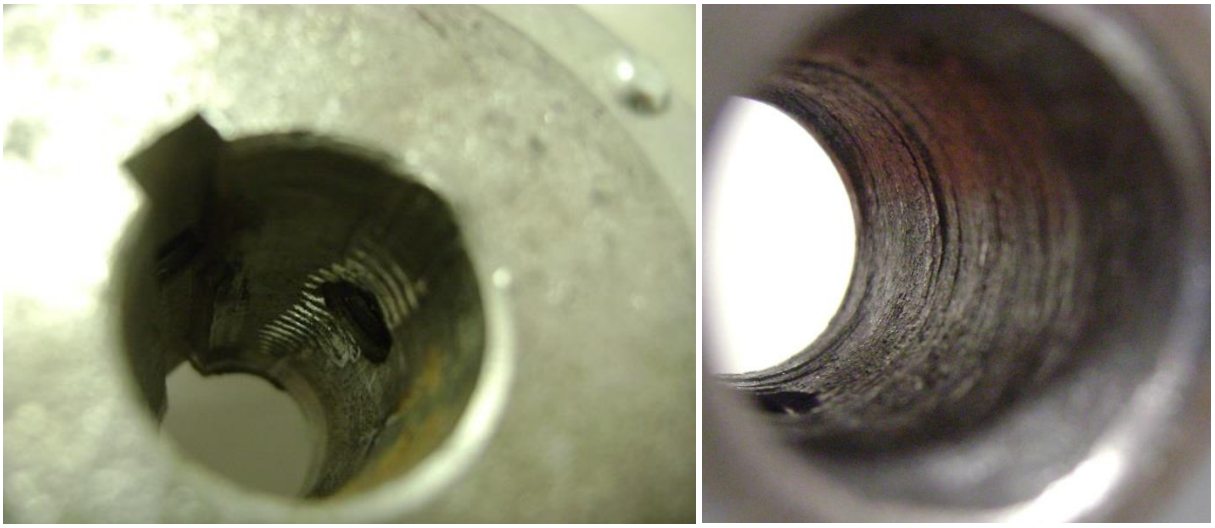




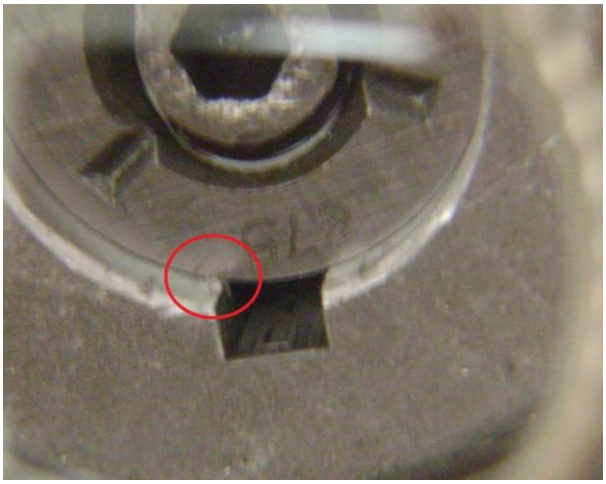
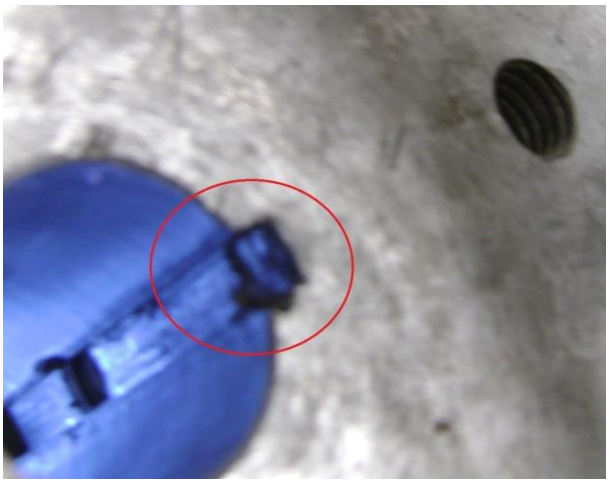

b. Other Dents



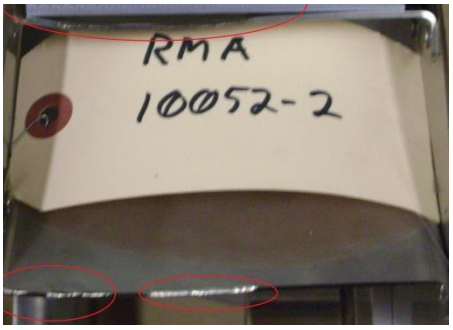
c. Bore Damage



d. Keyway Damage

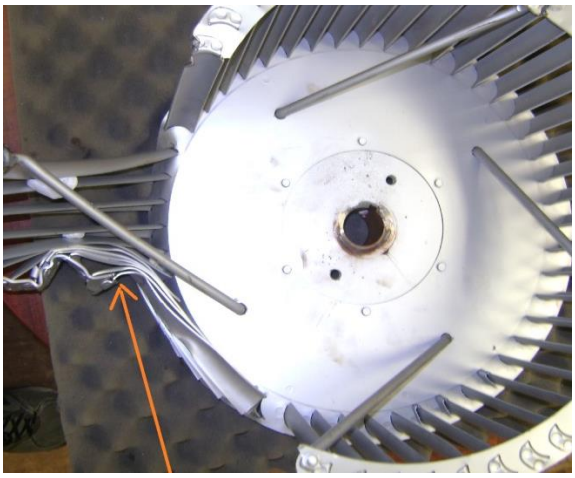
2. Foreign Objects Likely



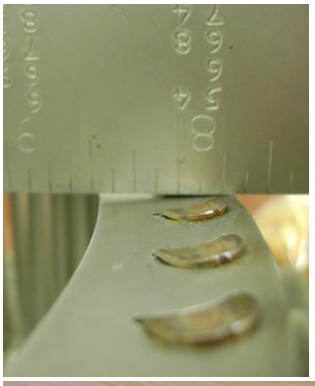


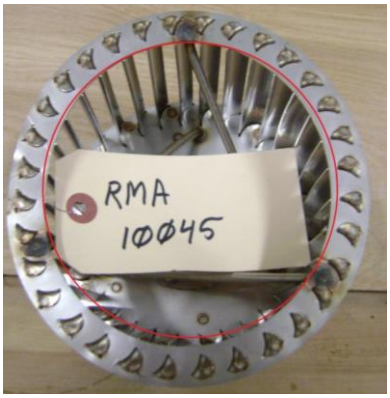


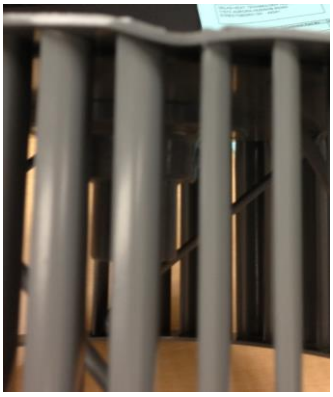




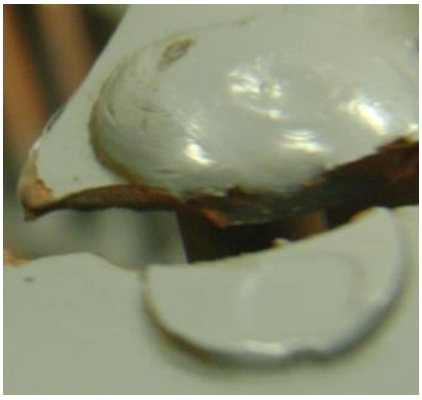
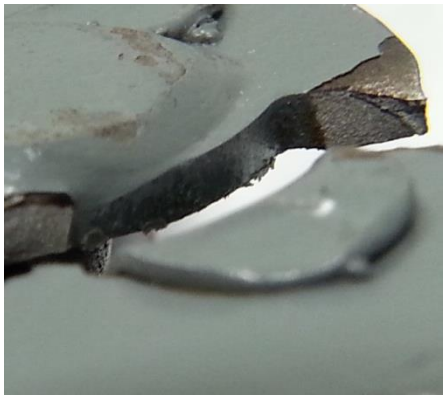
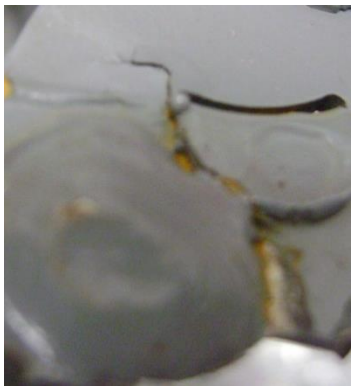
3. Dropped, Out-Of-Round, or Wavy Disks



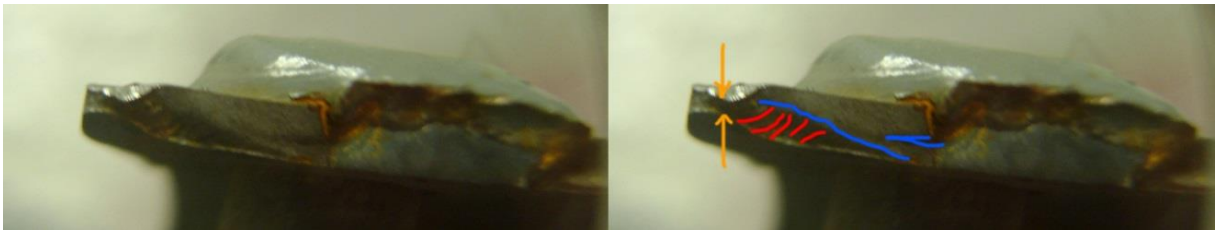


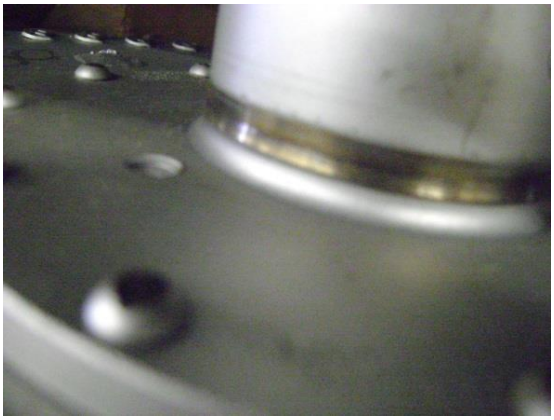
4. Vibration Fatigue from using a damaged impeller



5. Damage From Interference




6. Maintenance-Induced Damage





7. Dust or debris build-up