



ENERGY EFFICIENCY

QUALITY

LONG-TERM PARTNERSHIPS

INTELLIGENT SOLUTIONS

RELIABILITY

Industry 4.0



COMPRESSED AIR TREATMENT PARTNER

WARRANTY POLICY

Version: 05/2026

MANUFACTURING EXPERTISE

FAMILY OWNED

MADE IN GERMANY

CUSTOMER-ORIENTED

Introduction

KSI Technologies USA Corp. and KSI Technologies Canada Corp. (collectively, “KSI”) are committed to meeting the high-quality expectations of the compressed air markets through the implementation of rigorous quality standards, the use of high-quality components, continuous product evaluation, and ongoing performance monitoring. This commitment is supported by our employees, engineering expertise, and dedication to continuous improvement and product reliability.

This Warranty Policy is intended to provide guidance to our customers regarding KSI’s product warranty coverage, warranty procedures, and related support processes.

The following sections describe the scope and limitations of warranty coverage, outline the procedures for obtaining warranty service, and define the responsibilities of all parties involved. This document also explains how warranty claims and reimbursement procedures are administered. In addition, it provides information regarding product returns and other product support services.

Standard Warranty, and Terms and Conditions of Sale

KSI’s complete Terms and Conditions of Sale, including specific provisions relating to warranty coverage, are available on our website at <https://ksi-technologies.com/downloads/gtdp/>. These Terms and Conditions are also available in both digital and printed versions of KSI’s current Price Book.

Guidelines for Warranty Services

The following is a general overview of KSI's labor and travel reimbursement policy applicable to approved warranty services:

- KSI will reimburse up to 75% of the distributor's standard published service rates where labor coverage applies. In no event will reimbursement exceed:
 - USD \$85.00 per hour in the United States; or
 - CAD \$115.00 per hour in Canada,unless otherwise approved in writing by KSI.
- Labor premiums associated with weekends, holidays, overtime, or after-hours work are not covered under this warranty policy unless pre-approved by KSI.
- Reimbursable labor hours will be calculated on a per-technician, per-hour basis. KSI's applicable Labor Reimbursement Rate Schedule will be used to determine the maximum allowable labor hours for approved warranty repairs.
- KSI does not reimburse environmental fees, torch fees, vacuum pump fees, truck charges, or similar incidental expenses unless expressly authorized in advance by KSI.
- KSI will reimburse approved travel expenses for up to 100 miles (160 km) each way at the applicable mileage reimbursement rate in effect at the time of service. Travel beyond 200 miles (320 km) roundtrip must be approved in advance by KSI. Travel time reimbursement will be calculated based on a standard average driving speed reasonably determined by KSI.
- Toll charges, parking fees, ferries, waiting time, security delays, hotel accommodations, and meals are not reimbursable unless specifically authorized in advance by KSI prior to commencement of the service work.
- Travel time will be calculated from the distributor's service facility or the technician's residence, whichever is closer to the job site.
- All replacement parts required for warranty repairs must be supplied or approved by KSI. The use of unauthorized third-party parts is prohibited unless prior written approval has been obtained from KSI.
- Defective parts replaced during warranty service must be returned to KSI if requested by KSI. Certain small consumable components, such as filter dryers, pressure switches or O-rings, may not require return unless specifically requested for evaluation

Warranty Claim Procedure

Submission of a warranty claim for service work requires completion of KSI's applicable warranty claim form. The warranty claim form must be completed in full, including all requested information and supporting documentation, before the claim can be reviewed or processed. Claim descriptions should be accurate, complete, and sufficiently detailed, as reimbursement determinations will be based solely on the information provided in the submitted documentation.

All invoices, service records, supporting photographs, and other documentation relating to the warranty claim must be submitted together with the warranty claim form. All warranty claim documentation must be received by KSI within thirty (30) days following completion of the warranty service work. Claims submitted after this period may be denied at KSI's discretion.

All equipment is inspected, calibrated, and adjusted at the factory in accordance with KSI's quality control procedures prior to shipment. Certain routine inspection, maintenance, and adjustment procedures are required as part of normal equipment ownership and operation. General maintenance items, including but not limited to basic cleaning, hot gas bypass valve adjustments, drain inspections, air-cooled condenser cleaning, pressure switch maintenance, filter element replacement, functional parts maintenance and similar preventative maintenance activities, are considered routine maintenance and are not covered under warranty.

Pre-authorization from KSI is required for all warranty-related service work. Customers, distributors, and service providers are expected to contact KSI prior to commencing service work, or while on site, in order to obtain factory troubleshooting assistance and approved service procedures. Labor, travel, material, or related charges incurred as a result of improper troubleshooting, unauthorized repairs, or failure to follow KSI-recommended service procedures may be denied and may not qualify for warranty reimbursement.

The warranty claim form is available for download through KSI website. Prior to submitting a warranty claim, the servicing technician should obtain and document the following information:

- Model number (material number or product identification number)
- Serial number and/or purchase order number
- Date of start-up or installation
- Equipment operating hours, where applicable
- Telephone number
- Mailing address and email address
- Detailed description of the issue, including operating conditions, alarm conditions, troubleshooting performed, and any additional information that may assist KSI in determining the appropriate corrective action
- Photographs or supporting documentation, where available

The warranty claim form must be completed in full and submitted by email to KSI at the applicable regional service address designated by KSI. Incomplete claim submissions may result in delays or rejection of the warranty claim.

KSI may authorize the return of smaller equipment or components for inspection and replacement, or alternatively authorize field repair service where appropriate. Return authorization must be obtained prior to shipping any equipment or components to KSI. KSI will issue the applicable return authorization documentation and instructions for approved returns.

Any equipment or components returned for warranty consideration must be returned freight prepaid unless otherwise authorized by KSI. Following inspection and evaluation, if KSI determines that the reported failure is not covered under the applicable warranty, KSI reserves the right to issue an invoice for replacement products, parts, inspection, freight, and related service costs.

For larger equipment or field-installed systems, KSI may authorize repair work by a qualified service technician or recommend an authorized service provider. Any major replacement components or repair parts required for warranty repairs must be obtained through KSI unless prior written authorization is provided by KSI Technical Service for local sourcing. Approved locally sourced parts will be reimbursed based on submitted supporting invoices and subject to KSI approval.

If at any point it becomes apparent that the reported issue is not the result of a defect in material or workmanship covered under warranty, all warranty repair work must cease immediately. The end user must be informed of the situation and approve any further non-warranty repairs through issuance of a purchase order or other written authorization. KSI must also be notified promptly.

KSI's Labor Reimbursement Rate Schedule establishes the maximum reimbursable labor hours for approved warranty repairs. Maximum billable labor hours will be determined based on the repair tasks performed and the applicable reimbursement schedule. Additional technicians, overtime labor, or extraordinary service charges are not reimbursable unless specifically approved in writing by KSI prior to commencement of the work.

Warranty Claim Procedure

The following section outlines KSI's policy regarding returns, refunds, and applicable restocking fees. This policy is intended to set clear expectations in advance for all product returns.

- All returns, refunds, and applicable deductions, including restocking fees, are subject to the sole discretion of KSI Technologies USA Corp. and KSI Technologies Canada Corp. (collectively, "KSI"). KSI reserves the right to accept or deny return request for any reason permitted by law.
- Returned Products must be unused, in resalable condition, and include all original packaging, accessories, manuals, and components. Items not returned in their original packaging or condition may be subject to additional deductions from any credit issued, including reasonable costs associated with repackaging, refurbishment, or inspection.
- Unless otherwise agreed in writing by KSI, eligible Products may be returned for credit within sixty (60) days of the original shipment date.
- All returned items are subject to a minimum restocking fee of twenty-five percent (25%) of the original purchase price, unless otherwise specified in writing by KSI.
- Additional handling, inspection, refurbishment, or reconditioning costs may be deducted from any credit issued where applicable.
- Freight charges, installation costs, and any associated service expenses are non-refundable unless expressly agreed to in writing by KSI.

Labor Reimbursement Rate Schedule

ECOCLEAN APF REPAIR

<i>Description</i>	<i>Time</i>
Troubleshooting	0.50 hours
Rebuild float drain	0.50 hours
Replace o-rings	0.50 hours

ECOTROC DDAP REPAIR

<i>Description</i>	<i>Time</i>
Troubleshooting	1.00 hours
Replace piston upper block	0.50 hours
Replace piston lower block	1.00 hours
Replace blow-off valve	1.00 hours
Replace desiccant filling	1.00 hours
Replace controller	1.00 hours
Rebuild float drain	0.50 hours
Replace manual drain	0.25 hours

ECOTROC DDN REPAIR

<i>Description</i>	<i>Time</i>
Troubleshooting	1.00 hours
Replace upper piston	1.50 hours
Replace lower piston	1.50 hours
Replace blow-off valve	1.00 hours
Replace desiccant filling	1.50 hours
Replace controller	1.00 hours
Rebuild float drain	0.50 hours
Replace manual drain	0.25 hours

ECOTROC KTA-S REPAIR

<i>Description</i>	<i>Time</i>
Troubleshooting	1.00 hours
Replace fan switch	1.00 hours
Replace fan blade	1.00 hours
Replace fan motor	1.50 hours
Replace direct expansion valve	1.50 hours
Replace condenser	3.00 hours
Rebuild condensate drain	1.00 hours
Replace refrigerant compressor	2.00 hours
Replace temperature probe	1.00 hours
Replace high pressure switch	1.00 hours
Replace contactor	1.00 hours
Replace digital controller	1.00 hours
Refrigerant leak search	1.00 hours
Refrigerant leak repair	1.00 hours
Replace entire dryer up to KTA-S 235	1.50 hours
Replace entire dryer up to KTA-S 635	2.00 hours
Replace entire dryer up to KTA-S 1890	4.00 hours

KONDRAIN REPAIR

<i>Description</i>	<i>Time</i>
Troubleshooting	0.50 hours
Replace KONDRAIN	0.50 hours

KONTREC KON-S REPAIR

<i>Description</i>	<i>Time</i>
Troubleshooting	0.50 hours
Replace fittings	0.50 hours
Replace filter kit (KON-S75 to 450)	1.00 hours
Replace filter kit (KON-S1000)	1.50 hours

For all other products please contact KSI for time schedule prior to starting any work.

**CAMBRIDGE
ONTARIO**

KSI Technologies
Canada Corp.

30 Fleming Dr
Cambridge, ON N1T 2B1, Canada

T 519 620 9222

**CHARLOTTE
NORT CAROLINA**

KSI Technologies
USA Corp.

1711 University Commercial Pl
Charlotte, NC 28213, USA

T 704 641 8240

sales@ksi-technologies.com
www.ksi-technologies.com

