



HIGH EFFICIENCY COMPRESSED AIR & GAS SOLUTIONS



Warranty and safety
with pure!

Warranty program and safety with pure!

We are convinced of the outstanding quality of our premium products!

Energy efficiency, careful use of resources, the lowest possible CO2 emissions and maximum sustainability are top priorities at pure!

Our products ensure the highest possible energy efficiency, while our service and warranty program ensure durability and sustainability.

The pure! warranty program is valid for the following products or product groups

| | | |
|---|---|---|
|  |  |  |
| oil water separators | refrigeration dryer | tandem dryer Antares |
|  |  |  |
| heatless regenerated adsorption dryer | heat regenerated adsorption dryer | high pressure adsorber |
|  |  |  |
| oil vapor adsorber | nitrogen generators | oxygen generators |
|  |  |  |
| lab gas generators | chiller | carbon dioxide polishsystem |

All filter housings are covered by a pure! warranty of 10 years. Excluded from the warranty program are filter elements, wearing parts and service kits.



straight to the complaint form
<https://www.pure-gmbh.com/pure/en/info/service/reclamation/>



straight to the Parker internet portal

www.polewr.com



Warranty conditions

| pure! basic (5 years) | pure! covered (6 years) | pure! safe (8 years) |
|--|--|----------------------|
| 1 year warranty + 4 years extended manufacturer´s warranty (parts only) | 2 years warranty + 4 years extended manufacturer´s warranty (parts only) | 8 years warranty |

| | basic | covered | safe |
|---|-------|---------|------|
| When using Parker products, online registration at www.polewr.com by the customer is required* | ✓ | ✓ | |
| Registration support by pure! | ✓ | ✓ | |
| Registration of plants after initial operation by pure! | | | ✓ |
| Submission of the complaint including all documents via pure! website* | ✓ | ✓ | ✓ |
| Proof of compliance of maintenance intervals according to manufacturer's specifications. | ✓ | ✓ | ✓ |
| Usage of original parts. | ✓ | ✓ | ✓ |
| Return defective components to pure! | ✓ | ✓ | ✓ |
| Coverage of all costs within the scope of warranty in the first year, including working and travel times by pure! | ✓ | ✓ | ✓ |
| Coverage of all costs for defective components from the second year and for additional four years by pure! | ✓ | ✓ | ✓ |
| Coverage of all costs within the scope of the warranty in the first and second year, including working and travel times by pure! | | ✓ | ✓ |
| Coverage of all costs for defective components from the third year and for additional four years by pure! | | ✓ | ✓ |
| No need to conclude a maintenance contract. | ✓ | ✓ | |
| Low costs - 3% of the currently valid list price. | | ✓ | |
| Coverage of all costs within the scope of the warranty including service, parts, working and driving times for eight years by pure! | | | ✓ |
| Conclusion of a full-safe contract over eight years is necessary. Settlement quarterly. | | | ✓ |
| Transparent and fixed costs over 8 years. | | | ✓ |
| The warranty begins after commissioning but not later than three months after the billing date. | ✓ | ✓ | ✓ |
| pure! takes care of all required services and maintenances. | | | ✓ |
| Only possible by ordering a new device. | ✓ | ✓ | ✓ |



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