



Factory Limited Warranty Policy

A **One-Year Factory Limited Warranty** is provided on purchases of new equipment through authorized Appion product Dealers. Appion’s Factory Limited Warranty covers any failure due to defects in materials or workmanship occurring during the applicable warranty period and return shipping in the United States only. Only the original retail purchaser (herein referred to as the “End User”) is covered by this Factory Limited Warranty.

Requests for **returns** must be made through the Dealer where the item was purchased. Return policies vary by Dealer. **‘Over-the-Counter’ exchanges** must be approved by Appion within 90 days of purchase. Many common issues are easy to troubleshoot and solve. Call Appion at 303-937-1580 for troubleshooting.

Requests for Factory Warranty Services during the warranty period in the United States should be made directly to Appion Inc.

To claim Factory Warranty Service, contact Appion by phone at 303-937-1580 or email at repairs@appioninc.com. Please be ready to provide and submit:

1. The Serial Number of the product (on serialized products)
2. Proof of Purchase (with Dealer information and date of purchase)

Upon verification of the product’s warranty status, the End User will be provided a Return Goods Authorization Number (RGA#) and notified where to send the product for service. Do not send packages without an RGA# or without the proper RGA#. Items received to which the owner cannot be identified, and have been left unclaimed for more than 30 days will be deemed abandoned and discarded.

To receive the full One-Year Factory Limited Warranty, purchase only from authorized Appion sellers as identified on www.AppionTools.com.

Purchases made through **Unauthorized Dealers** are done at the End User’s own risk and **do not qualify** for Appion’s Factory Limited Warranty.

Outside of the United States: Warranties are provided through the Service Centers where the items were purchased. Any items purchased in a country and then exported out would have to be returned back to the country of purchase (at the End User’s expense) for warranty service. Purchasing locally is recommended.

WARRANTY VOIDANCE NOTE: The product warranty could be rendered null and void if the product is used with improper chemicals (chemicals that it was not designed to handle), modified beyond its original design, using aftermarket parts that are outside of spec, or used improperly in a way to which the product was not designed (for example, oil extraction processes). Machines designed to recover Class III, IV and V refrigerants must not be used with hydrocarbons or “oil extraction” processes. Handling flammable compounds with equipment to which it was not designed poses a risk to persons and property and will void the warranty. Appion maintains the right to deny Factory Warranty Service on a case by case basis.