

Sales and Service Guide

North American Edition



SHARPEE[®]
A GRACO COMPANY



SHARPE MANUFACTURING COMPANY / P.O. BOX 1441 / MINNEAPOLIS, MN 55440 / PHONE 800-742-7731
www.sharpe1.com

This guide is to provide information on Sharpe’s Sales and Services policies and guidelines to the various Channel members of the Sharpe distribution chain including Independent Sales Agencies representing Sharpe, Warehouse distributors and “Jobbers” hereafter referred to as “Channel Member”. Some of this material is also applicable to the Sharpe End User Customer.

IMPORTANT NUMBERS:

Sharpe Customer Service: Phone: 1-800-742-7731
 Fax: 1-800-831-1919

Sharpe website: www.sharpe1.com

Guide to Sharpe North America Sales and Services

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Orders and Pricing

Methods of Placing Orders

1. Online Graco Extranet for Distributor Information (GEDI)

We strongly encourage our distributors to benefit from Sharpe's internet capabilities at www.sharpe1.com. This website allows Sharpe distributors to log onto GEDI – see page 4 for more information

2. Phone Orders – see page 4 for more information

3. Fax Orders – see page 4 for more information

4. EDI (Electronic Data Interchange) – Call Customer Service for details

Order Information

- Minimum order size is net \$50.00 U.S. (\$75.00 Canada), exclusive of applicable taxes and transportation.
- Free prepaid freight on product shipped by ground service from Sioux Falls, SD, within the continental United States, including Canada and Mexico, on net orders of \$1,000 or more.
- Sharpe strives to ship all orders within 48 hours. If you have an emergency shipment and your order is received before 12:00 p.m. Central Time, you may request same day shipment.
- All prices are F.O.B. shipping point.
- Prices are subject to change without notice.

On-Line Distributor Services

Available 24 Hours a day/seven days a week

Conduct your Sharpe business on-line at www.sharpe1.com in GEDI

Features available to you in GEDI:

- * Access list and net prices
- * Access product availability
- * View order status and shipping information
- * Obtain freight charges
- * View and download product literature
- * View instruction manuals
- * Find answers to your technical questions via Dr. Gun
- * Download price books
- * Download warranty claim form
- * Add additional Sharpe GEDI users to access your account

Getting Started

This service allows you to conduct your Sharpe business online. It is available to you 24 hours a day, 7 days a week. All you need is a browser and an Internet connection. To register, go to www.sharpe1.com and select “GEDI Registration”. Complete the GEDI License Agreement and fax it to 612-378-3505 on your company letterhead.

Once you receive your GEDI password via email, follow these steps to log into GEDI:

1. Go to www.sharpe1.com
2. Select “GEDI Login”
3. Enter your user name and password, then click “Login”

If you would like more information about establishing a Sharpe GEDI account, please contact Sharpe customer service.

Customer Service

Inquiries or Orders

Either can be accomplished by GEDI, phone, or fax:

Phone: 1-800-742-7731

A Sharpe Representative can assist you with the following:

- Order Entry
- Product application assistance
- Trouble shooting
- Repair advice
- Part numbers
- Availability of product – stock status – pricing inquiries
- Recommendations for substitute product when ordered product is not in stock
- Product information
- Delivery dates and/or delivery date changes
- Product return authorizations
- Credit memo questions
- Shipping and traffic questions

Note: Please provide your Sharpe account number when requested. Customer service representatives are available from 8:00 a.m. to 5:30 p.m. CST.

Fax: 1-800-831-1919




Note: Orders can be placed by faxing your Purchase Order to the above fax number. Please include your Sharpe Account Number on all orders.

E-Z Fax Document Ordering System

Get The Documents You Need 24-Hours-A-Day!

- Service Manuals
- Data Sheets
- Literature Index

Simply Call 1-800-742-7731

- Press option  to get into the E-Z Fax System.
- Press  for the Literature Index, or Press  if you know the number of the service manual or data sheet you need.
- The documents you request will be faxed directly to you!

Terms of Sale to Sharpe Distributors

Payment Terms

- 1% discount if the invoice is paid by the 10th day of the month following the invoice date.
- Full amount of the invoice is due and payable the 25th day of the month following the invoice date.

Examples

Invoice Date	Amount	1% Discount By	Net Due	By
1/05/08	\$1,000	\$990 2/10/08	\$1,000	2/25/08
1/30/08	\$1,000	\$990 2/10/08	\$1,000	2/25/08

Terms are included at the bottom of each invoice:

Example: \$990.00 due by 2/10/08 or \$1,000.00 due by 2/25/08

Additional Terms and Conditions of Sale

1. Entire Agreement

Except as set forth below, the sale of products in this shipment shall be governed solely and exclusively by the terms and conditions set forth or referenced on the face and reverse side hereof. Any objection to these terms and conditions must be communicated by sending a letter or other specific written communication to the attention of Sharpe's Contract Administrator at the address set forth on the face hereof. Accepting or paying for any part of this shipment, or failing to object within 10 days of receipt of any part of this shipment shall constitute conclusive evidence of acceptance.

Except as set forth below, the terms set forth on the face and reverse side hereof hereby cancel and supersede any prior or contemporaneous negotiation or agreements, and any additional or different terms set forth on any purchase order, acknowledgment form, or other written or oral communication conveyed to Sharpe by Buyer are hereby expressly rejected.

Notwithstanding the above, in the event that Buyer is operating under a formal Sharpe Distributor, EDI, or systems agreement, Sharpe quotation or Sharpe Policy, any conflicting or supplemental terms and conditions set forth in such formal agreement, quotation or policy shall prevail.

2. Objection to Purchasers Terms

Any term or condition of purchaser's order or other document which is different from, in addition to, or inconsistent with any term or condition of this document is hereby objected to by Sharpe and cannot be binding or effective against Sharpe unless accepted in writing by an officer thereof.

3. Warranty and Disclaimer

Sharpe warrants all equipment manufactured by Sharpe and bearing its name to be free from defects in material and workmanship on the date of sale by an authorized Sharpe Channel Member to the original purchaser for use. With the exception of any special, extended, or limited warranty published by Sharpe, Sharpe will, for a period represented in the Product Warranty Matrix on page 18, issue credit, repair or replace any part of the equipment determined by Sharpe to be defective. This warranty applies only when the equipment is installed, operated and maintained in accordance with Sharpe's written recommendations.

This warranty does not cover, and Sharpe shall not be liable for general wear and tear, or any malfunction, damage or wear caused by faulty installation, misapplication, abrasion, corrosion, inadequate or improper maintenance, negligence, accident, tampering, or substitution of non-Sharpe component parts. Nor shall Sharpe be liable for malfunction, damage or wear caused by the incompatibility of Sharpe equipment with structures, accessories, equipment or materials not supplied by Sharpe, or the improper design, manufacture, installation, operation or maintenance of structures, accessories, equipment or materials not supplied by Sharpe.

Additional Terms and Conditions of Sale (continued)

This warranty is conditioned upon the prepaid return of the equipment claimed to be defective to an authorized Sharpe Channel Member for verification of the claimed defect. If the claimed defect is verified, Sharpe will issue credit, repair or replace free of charge any defective parts. The equipment will be returned to the original purchaser transportation prepaid. If inspection of the equipment does not disclose any defect in material or workmanship, repairs will be made at a reasonable charge, which charges may include the costs of parts, labor, and transportation.

THIS WARRANTY IS EXCLUSIVE, AND IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

Sharpe's sole obligation and buyer's sole remedy for any breach of warranty shall be as set forth above. The buyer agrees that no other remedy (including, but not limited to, incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss) shall be available. Any action for breach of warranty must be brought within one year beyond the warranty expiration of the particular product.

Except as expressly set out in this warranty, Sharpe makes no representations, warranties or conditions, express or implied or collateral, concerning any goods or services and SHARPE SHALL NOT BE LIABLE IN ANY MANNER FOR any other representation or warranty or condition of any kind, whether express or implied or collateral, or whether arising by operation of law or otherwise, including, but not limited to, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

In no event will Sharpe be liable for indirect, incidental, special or consequential damages resulting from Sharpe supplying equipment hereunder, or the furnishing, performance, or use of any products or other goods sold hereto, whether due to a breach of contract, breach of warranty, the negligence of Sharpe, or otherwise.

Additional Terms and Conditions of Sale (continued)

4. Delivery

Sharpe shall not be liable for any delay in the production or delivery of any of the products referred to herein if such delay is due to fire, flood, accident, delay in transportation, inability to obtain material, war, embargo, demand or requirement of the Government, labor dispute, and/or any other cause whatsoever beyond the reasonable control of Sharpe.

5. Terms of Payment and Prices

Subject to approval and continuation of approval of credit by Sharpe, the terms of payment are 30 days net from date of invoice. In the event Sharpe does not approve credit to the purchaser, or if at any time after approval of credit and before delivery, Sharpe in its sole judgment, decides that the extension of further credit is unjustified, terms of payment shall be those specified by Sharpe, including but not limited to C.O.D. or cash in advance. All payments shall be in the legal currency as stated on the invoice. All prices are subject to exception or change without notice. Pricing errors may be corrected at any time.

Sharpe reserves the right to select those qualified distributors to whom it will sell its products for resale. Channel Member minimum billing is set forth in Sharpe price list, exclusive of all non-product charges.

6. Patent Infringement

Sharpe agrees to defend purchaser or its customers in any suit brought against them so far as it is based on a claim that any product or part thereof sold by Sharpe under this document infringes a United States patent, but only on the condition that Sharpe is notified promptly in writing of such claim, is given full authority to conduct such defense including the compromise or settlement of any claim, and provided further that purchaser has not prejudiced such defense by any admissions, statements or conduct. Purchaser further agrees to give Sharpe at Sharpe's expense whatever information, cooperation, assistance and authority Sharpe may reasonably require for such defense. Sharpe will not assume the defense of purchaser or its customers if the infringement is alleged to consist either of the use of the product or part in combination with other devices, and/or of the modification or alteration of the product or part, unless Sharpe shall have specifically recommended such use or modification in its instruction manuals. Purchaser agrees to hold Sharpe harmless against any claim which arises out of Sharpe's compliance with purchaser's specifications. In no event will Sharpe be liable for any special, incidental or consequential damages, loss of profits, or loss of revenue resulting from any infringement or alleged infringement. The foregoing states the entire liability of Sharpe for patent infringement.

For Sharpe Canadian and Hispanic Customers

The parties acknowledge that they have required that the present document, as well as all documents, notices and legal proceedings entered into, given or instituted pursuant hereto or relating directly or indirectly hereto, be drawn up in English. Les parties reconnaissent avoir convenu que la rédaction du présent document sera en Anglais, ainsi que tous documents, avis et procédures judiciaires exécutés, donné et intentés à la suite de ou en rapport, directement ou indirectement, avec les procédures concernées.

Los participantes confirman que han solicitado que el presente documento, así como todos los documentos, avisos y procesos legales solicitados en, concedidos o instituidos conforme a esto, o relacionados directa o indirectamente a esto, sean redactados en Inglés.

Returning Unused Inventory to Sharpe

Returning Unused Inventory to Sharpe

Sharpe Inventory Adjustment Return Policy

Sharpe will accept returns of product purchased from Sharpe and issue credit at invoiced or lowest price paid by the distributor over the past 2 years. Returns will be accepted up to a total of:

- 4% of customer's total net purchases of the preceding year
- OR
- \$50,000 - whichever is less (The \$50,000 limit applies to each company, not each branch location.)

A 25% restocking charge will be deducted if the 4% or \$50,000 yearly limit is exceeded.

The Return Policy is conditioned upon:

- Pre-return authorization from Sharpe Customer Service. If approved, you will receive a Returned Goods Authorization (RGA Form) to file your claim.
- Prepayment of freight by the customer.
- To insure credit by year end, product must be received in Sioux Falls, SD between January 1 and October 31.
- Returned product must be of current series, unused, undamaged, and in saleable condition.
- If product requires repackaging, a charge of 10% of each item's net value or a maximum of \$100 for each repackaged item, whichever is less, will be deducted from the credit value.
- Opened, shelf worn or vendor marked (price tags or other external markings) product will be charged repackaging fees.

Credit will be posted on the second statement following the return shipment.

Products Not Eligible To Be Returned

- Product that is not of current series
- Discontinued products
- Dirty, corroded, rusty, scratched, used or defaced (packaging or product) or otherwise not resalable items
- Defaced product
- Components or equipment that has been removed or disassembled from a Sharpe assembled unit

RETURNED GOODS AUTHORIZATION

Sold To:



Ship To:

ACCT. NO / NO DE COMPTE	DATE AUTHORIZED	RG A NO. / NUMERO DE RGA
CUSTOMER REFERENCE NO. / LE NUMÉRO DE RÉFÉRENCE DU CLIENT		TYPE
APPROVAL		CREDIT MEMO NUMBER

THE ITEMS BELOW SHOULD BE RETURNED TO:
 Sharpe Manufacturing Company
 Attention: Returns Department
 3501 North 4th Avenue
 Sioux Falls, SD 57104

Last Year Purchases:
 Allowable Returns:
 YTD Returns:
 Any inventory returns will be charged 15%

THE FOLLOWING ARE AUTHORIZED FOR RETURN:

LINE LIGNE D'ARTICLE	QTY. AUTHORIZED QUANTITY D'AUTORISATIO	QTY. RETURNED / QUANTITIE DE RETOUR	PART NO. / NUMERO DE LA	SERIES SERIE	DESCRIPTION	UNITE PRICE / PRIX DE L'UNITE	AMOUNT TOTAL / MONTANT TOTALE
1							
2							
3							
Estimated Net Return Amount							

SEE REVERSE FOR INSTRUCTIONS

ORIGINAL

Sharpe Return Shipping Procedures

Please verify that the information provided to Sharpe on the Returned Goods Authorization form (RGA Form) is correct.

- If you wish to add any product or change any information, please obtain pre-authorization by calling Customer Service at 800-742-7731.
- Please complete the shipping information box on the first page of this document and provide all information concerning the return.
- Make a copy of this form for your records and return one copy as a packing slip.
- Please ensure that all products are identified with part numbers.
- Please box all items and package securely for shipping.
- Please prepay the freight. Collect shipments will not be accepted.
- Approved returns must be received within 45 days from approved RGA date.

If you need to follow-up or have any questions regarding these procedures, please direct them to Sharpe Customer Service Department at 1-800-742-7731.

Please Note: If your business relationship with Sharpe ends for any reason, you have a maximum of 90 days from the date of deactivation of your account number (account termination date) to make a final inventory return. We can not accept final returns after 90 days.

Sharpe Unused Inventory Return Policy

Questions & Answers

How do I return unused inventory to Sharpe?

To obtain authorization for a return of unused inventory:

- Call a Sharpe Customer Service Representative or fax or mail your request for authorization to:

Phone	Fax
800-742-7731	800-831-1919

- Mail request to: Sharpe Manufacturing Company
Customer Service
P.O. Box 1441
Minneapolis, MN 55440-1441
- Please include your Sharpe account number and any relevant information such as invoices or dates.
- The Customer Service Representative will fill out the Return Goods Authorization (RGA) Form. The completed form will then be mailed out.

When can I return unused inventory to Sharpe?

- Unused inventory adjustment returns must be received in Sioux Falls between January 1 and October 31 to ensure credit by year end.
- Returns from Sharpe Order Processing Errors or Warranty Claims can be made at any time.
- There is no limit to the number of unused inventory returns allowed per year. There is however an annual allowable return amount (see page 12 for details).

Are there any time limits?

- A return must be made within 45 days from the date you receive the RGA form from Sharpe. The longer you wait, the more likely it is we will not be able to accept products from you that may be undergoing a series change. We cannot accept products that are not of the current series.

Example of a series code effective on products shipped after Q3 2008: J04A

J	08	A
↓	↓	↓
Month Code	Year Code	Series Letter

- Should your business relationship with Sharpe end for any reason, you have a maximum of 90 days from the date of deactivation of your account number (account termination date) to make a final inventory return. We will not accept final returns after 90 days.

Unused Inventory Items Return Policy (continued)

What unused inventory items are eligible for return?

- All undamaged, unused and of current series and designed products that were purchased from Sharpe.
- All current service parts that have not been defaced and are in resalable condition.
- Boxed or carton goods that have been opened can be returned, however, a repackaging fee may be charged.

Repackaging Policy: If a product requires repackaging because the packaging is defaced, marked or worn, a charge of 10% of each item's net value or a maximum of \$100 for each repackaging item, whichever is less, will be deducted from the credit value.

What unused inventory items are NOT eligible for return?

- Product that is not of current series.
- Discontinued products. Items will be returned at Channel Members' expense.
- Dirty, corroded, rusty, scratched, used or defaced (packaging or product) or otherwise not saleable items.
- Components or equipment that has been removed or disassembled from a Sharpe assembled unit.

Returns associated with warranty claims and Sharpe order processing errors will not be included in your 4% or \$50,000 limit.

What amount will be credited for the return?

- Credit will be based on invoice price (if copy of invoice is supplied with return) or lowest price paid by the Channel Member over the past two years.
- The RGA form will include the total return credit amount (not including repackaging, restocking charges, unacceptable items, which may be applicable).
- Credit will be posted on your second statement following the shipment of the return.

Sharpe Warranty Policy and Process

PRODUCT WARRANTY MATRIX

PRODUCT	WARRANTY PERIOD <small>(from date of sale from Sharpe Channel Member to original purchaser)</small>
Razor™	3 years
Cobalt™	2 years
Finex™ by Sharpe	1 year
General Sharpe Product (guns, pots, cups, filters)	2 years
Dryaire™ Membrane and Desiccant Systems	1 year
Dryaire™ Refrigerated Air Dryers	varies by component

50% Rule:

All Sharpe warranties cover defects in materials and/or workmanship. Repairs are not to exceed 50% of the net value of the product being repaired. Warranty begins at date of sale to end-user.

For warranty claims relative to replacement of defective parts (no labor requested):

- Per the Sharpe Standard Warranty policy, Sharpe will, for a period outlined in the above product warranty matrix, issue credit, repair or replace any part of the equipment determined by Sharpe to be defective (see page 19 for full warranty or www.sharpe1.com).
- Sharpe reviews all claims submitted for approval in accordance with the Sharpe Warranty Policy.
- Generally, defective parts are not required to be returned. However in specific cases, Sharpe reserves the right to ask for the parts to be returned within 30 days for further examination.
- If in the event a credit has been extended for a warranty claim on parts that are deemed not to be defective, Sharpe will reverse the credit.

Steps for filing a warranty claim:

1. Order replacements for defective parts.
2. Complete a Warranty Claim Form available on www.sharpe1.com and fax to Sharpe at 800-831-1919.
3. Retain all defective parts for 30 days in the event Sharpe requests a return.
4. Sharpe will issue credit to your account after the claim has been received and approved. Maximum allowable credit is limited to 50% of the net price of the product being repaired.

Please call Sharpe Customer Service at 800-742-7731 if you have questions about your claim.

Standard Sharpe Warranty

Sharpe warrants all equipment manufactured by Sharpe and bearing its name to be free from defects in material and workmanship on the date of sale by an authorized Sharpe Channel Member to the original purchaser for use. With the exception of any special, extended, or limited warranty published by Sharpe, Sharpe will, for a period of time specified in the following Product Warranty Matrix, issue credit, repair or replace any part of the equipment determined by Sharpe to be defective. This warranty applies only when the equipment is operated and/or installed and maintained in accordance with Sharpe's written recommendations.

This warranty does not cover, and Sharpe shall not be liable for general wear and tear, or any malfunction, damage or wear caused by faulty installation, misapplication, abrasion, corrosion, inadequate or improper maintenance, negligence, accident, tampering, or substitution of non-Sharpe component parts. Nor shall Sharpe be liable for malfunction, damage or wear caused by the incompatibility of Sharpe equipment with structures, accessories, equipment or materials not supplied by Sharpe, or the improper design, manufacture, installation, operation or maintenance of structures, accessories, equipment or materials not supplied by Sharpe.

This warranty is conditioned upon the prepaid return of the equipment claimed to be defective to Sharpe for verification of the claimed defect. If the claimed defect is verified, Sharpe will repair or replace free of charge any defective parts. The equipment will be returned to the original purchaser transportation prepaid. If inspection of the equipment does not disclose any defect in material or workmanship, repairs will be made at a reasonable charge, which charges may include the costs of parts, labor, and transportation.

THIS WARRANTY IS EXCLUSIVE, AND IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTY OF

MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

Sharpe's sole obligation and buyer's sole remedy for any breach of warranty shall be as set forth above. The buyer agrees that no other remedy (including, but not limited to, incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss) shall be available. Any action for breach of warranty must be brought within one year beyond warranty expiration.

Sharpe makes no warranty, and disclaims all implied warranties of merchantability and fitness for a particular purpose in connection with accessories, equipment, materials or components sold but not manufactured by Sharpe. These items sold, but not manufactured by Sharpe (such as heat lamps, refrigerated dryers, hoses, etc.), are subject to the warranty, if any, of their manufacturer. Sharpe will provide purchaser with reasonable assistance in making any claim for breach of these warranties.

In no event will Sharpe be liable for indirect, incidental, special or consequential damages resulting from Sharpe supplying equipment hereunder, or the furnishing, performance, or use of any products or other goods sold hereto, whether due to a breach of contract, breach of warranty, the negligence of Sharpe, or otherwise.

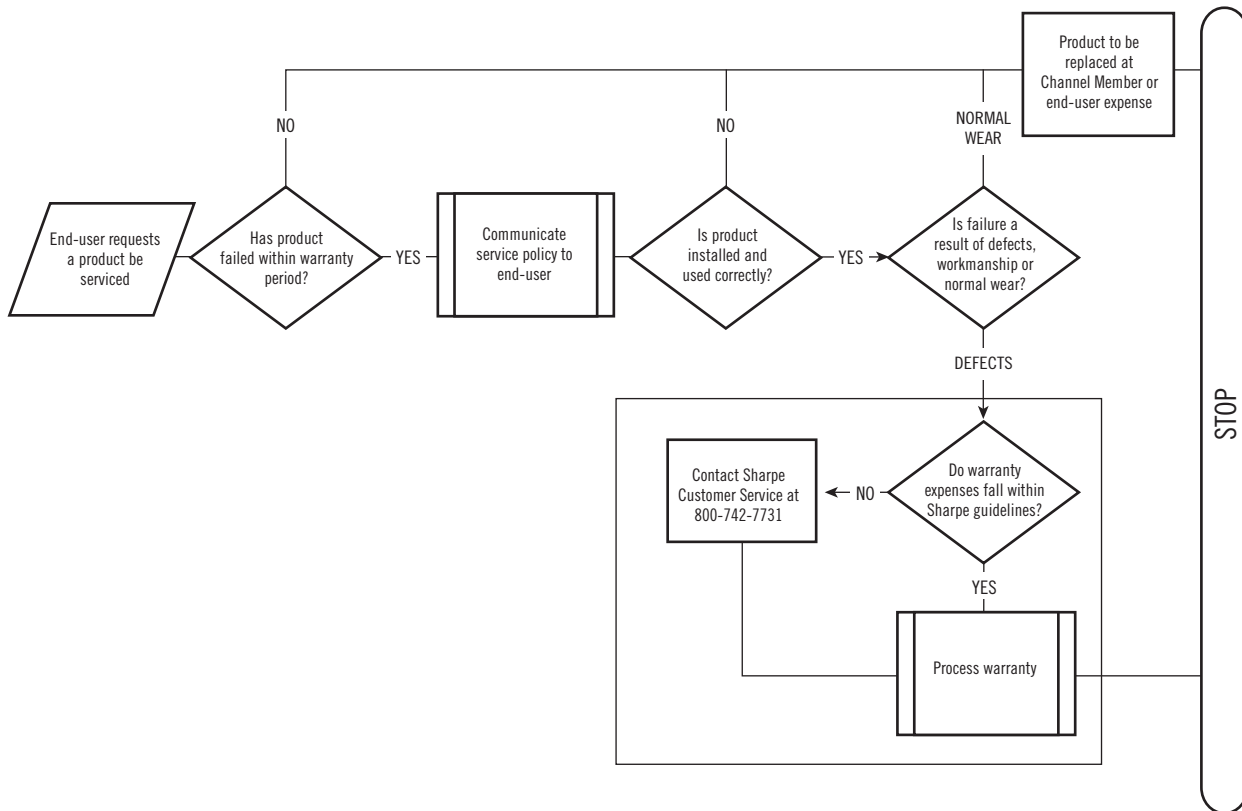
For Sharpe Canadian and Hispanic Customers

The parties acknowledge that they have required that the present document, as well as all documents, notices and legal proceedings entered into, given or instituted pursuant hereto or relating directly or indirectly hereto, be drawn up in English. Les parties reconnaissent avoir convenu que la rédaction du présente document sera en Anglais, ainsi que tous documents, avis et procédures judiciaires exécutés, donné intentés à la suite de ou en rapport, directement ou indirectement, avec les procédures concernées.

Los participantes confirman que han solicitado que el presente documento, así como todos los documentos, avisos y procesos legales solicitados en, concedidos o instituidos conforme a esto, o relacionados directa o indirectamente a esto, sean redactados en Inglés.

WARRANTY CLAIM SUBMISSION PROCESS

- If there are extenuating circumstances causing the warranty repair to exceed those stated in the Sharpe Sales and Service Guide, contact Sharpe Customer Service for an Authorized Warranty Expense Number (AWE#).
- Send warranty claim (available on www.sharpe1.com) to Sharpe Customer Service.
- Wait for Returned Goods Authorization (RGA) from Sharpe Customer Service to return defective product. Do not return product without documentation.
- If RGA has not arrived within 30 days, product may be scrapped.





SHARPE MANUFACTURING COMPANY
 P.O. BOX 1441
 MINNEAPOLIS, MN 55440-1441
 FAX: 800.831.1919
 Phone: 800-742-7731
 www.sharpe1.com

1. CLAIM NO: (Sharpe Provides)
 2. CLAIM DATE: _____
 3. ACCOUNT NO: _____

WARRANTY CLAIM FORM

HOW TO FILE A CLAIM:

- FILL OUT AND MAKE COPY OF THIS FORM
- MAIL OR FAX FORM TO ADDRESS/NUMBER LISTED ABOVE

4. COMPANY: _____ 5. END USER: _____
 Address: _____ Address: _____
 City/State/Zip: _____ City/State/Zip: _____
 Phone/FAX: _____ Phone/FAX: _____

6. PART NUMBER OF UNIT SERVICED	7. CUSTOMER PURCHASE DATE	8. REPAIR TICKET NO.	9. AUTHORIZED WARRANTY EXP. (AWE)
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10. DESCRIPTION OF UNIT SERVICED	11. DATE CODE	12. SERIAL NUMBER
----------------------------------	---------------	-------------------

13. FAILURE DESCRIPTION: _____

14. SHARPE PARTS USED IN REPAIR			
QUANTITY	PART NO.	NET PRICE	TOTAL AMOUNT

15. REPAIR EXPENSES
 Total Parts at Current Net Cost: = \$ _____
 Labor Hours: _____
 x Rate: _____ = \$ _____
 Approved Other Expenses: = \$ _____
 TOTAL CLAIM: (sum of above) = \$ _____

Note: I certify that the above information is correct. All numbered items must be completed prior to processing this claim.

16. Contact Name: _____ Signature: _____
(Please Print)

**IMPORTANT - CLAIM CANNOT BE PROCESSED UNLESS COMPLETELY FILLED OUT.
 THIS IS FOR CREDIT ON PARTS AND LABOR ONLY.**

RETURN TO SHARPE MANUFACTURING CO.

Warranty Claim Commonly Asked Questions

Customer Service: 1-800-742-7731

Who is eligible to make a Warranty Claim?

Any wholesale distributors and authorized repair centers may make a Warranty Claim.

How do I obtain a Warranty Claim form?

Visit www.sharpe1.com to download the claim form or contact Customer Service for a copy at 1-800-742-7731.

How do I submit a Warranty Claim form?

Fax or mail the form to Sharpe Customer Service.

What if I need help or have questions about making the Warranty Claim?

If you have questions on warranty or the form, contact Sharpe Customer Service.

Should I call my Regional Account Manager to complete or sign the form?

No. If you need assistance in completing the warranty claim form, call Customer Service.

Where can I find the warranty policy coverage for each product?

The warranty for each product is found on the back of the instruction form/parts list included with the product or included in this manual on page 18 or at www.sharpe1.com. If you have questions concerning coverage period, please call Customer Service.

Should I replace or repair a damaged item?

It is ultimately the wholesale distributors and authorized repair centers decision to repair or replace. However, Sharpe's policy is to credit the Channel Member not more than 50% of the net price.

Should I return damaged parts to Sharpe?

Not unless requested by Sharpe Warranty Department within 30 days of the claim.

Who do I contact with InfraTech and Dryaire Warranty Issues?

Contact Sharpe Customer Service.

What if I don't have replacement parts?

If the Channel Member does not have the necessary parts, they can be ordered from Sharpe by calling Sharpe Customer Service.

How are warranty claims paid?

Credit is issued to the Channel Member's Account at current net pricing.

Warranty Claim Commonly Asked Questions (continued)

What should I do with the parts removed in the repair?

Retain all product used in the repair for 30 days after the claim is submitted. If Sharpe does not request return of the product during that time, the product may be discarded.

Why does Sharpe request products be returned?

Analysis of returned products provides continuous improvement to present and future products.

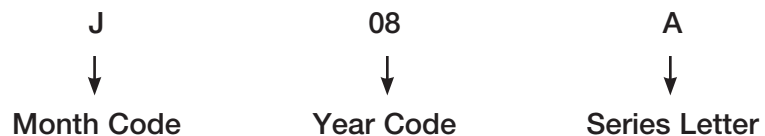
How do I get additional copies of the Warranty Claim Form?

Forms are available via Customer Service or www.sharpe1.com.

How is the series code formatted?

The Series Code on the unit identification plate consists of a letter, two numbers and a letter:

Example:



Flat Rate Chart (time in minutes)

Please direct any questions you have regarding Warranty Repair or Service Repair locations to Customer Service or go to www.sharpe1.com.

For technical assistance please call 1-800-742-7731

Regulators, Filters, In-line Filters and Desiccant and Membrane Dryers

	Repair Time (in minutes)	Test & Set Up Time (in minutes)
Regulators, Filters, In-line Filters and Desiccant and Membrane Dryers	30	30

HVLP, LVLP, Compliant, Air Spray and Hand Guns


Description	Repair Time (in minutes)	Test & Set Up Time (in minutes)
HVLP, LVLP, Compliant, Air Spray and Hand Guns	30	30

Product Quality Report (PQR) Form

The “Product Quality Report” is for Sharpe Channel Members to provide product input and recommendations including:

- Out of box quality issues.
- Product performance concerns.
- Product design related suggestions to improve existing Sharpe products.
- Recommended product improvements, enhancements and upgrades.

This form does not issue credit and should not be used in lieu of a warranty form.

<h2 style="margin: 0;">Product Quality Report</h2>	No. _____
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>MAIL TO: SHARPE PRODUCT SERVICE P.O. BOX 1441 MINNEAPOLIS, MN 55440-1441 FAX: 800-831-1919</p> </div> <div style="width: 35%; text-align: center;">  </div> </div>	
<p>FROM: Name _____ Date _____</p> <p>Address _____ Account No. _____</p> <p>City/State _____ Zip _____</p> <p>Telephone _____ Fax _____</p>	
<p>User Company Name _____ Contact Name _____</p> <p>Address _____ City _____</p> <p>State/Zip _____ Telephone No. _____</p>	
<p>Unit Description _____ Time in Service _____</p> <p>Part Number _____ Series & Serial No. _____</p> <p>Fluid Pressure _____ Air Pressure _____</p> <p>Material _____</p> <p>Part Numbers Failed _____</p> <p>Problem: _____</p> <p>_____</p> <p>_____</p> <p>_____</p>	
<p>Check One: Reply Required <input type="checkbox"/> Information Only <input type="checkbox"/></p>	



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