

## DSD International Inc. warranty policy - Maple Sugaring Division

**Production:** We manufacture our products with the best materials available on the market and are looking for full satisfaction of our customers and end users. Our aim is to always offer advanced and innovative products, while remaining attentive to our customer needs.

**Limited Warranty:** our products are guaranteed against defects in materials and workmanship for a period of one year, with the exception of the following exclusions and extended warranties expressly mentioned below.

**Limited lifetime warranty:** The warranty covers SST 304 material against rust.

Only products purchased and used in the context of normal utilization will be accepted and covered by this warranty. Any product found to be defective and covered by the present limited warranty will be replaced by a new product of the same type (if available) or equivalent. Only the defective products will be replaced, even if a larger quantity was purchased.

### **Exclusions:**

- Change in color is not considered as being a defect.
- Are excluded, consumable products and accessories (hammer, snow brush, etc.)
- Any non-compliant and unreasonable use of pieces, use of incompatible chemicals and/or none recommended by the manufacturer, will void the present warranty.
- The warranty covers the replacement of products purchased. Any loss of production, wages or any other damage is strictly not covered by DSD International Inc.
- This present warranty is not transferable.
- Transportation costs are not covered by the warranty.

**Claims:** All products must be accompanied by a completely acquitted sales receipt from the end-user (*mandatory condition, with the exception of the claim*), submitted to one of our authorized vendors or returned to the head office of DSD International Inc. for authorization.

**Replacement:** The warranty of any replaced products in accordance with this warranty, will terminate at the end of the warranty period of the originally purchased product. In order to proceed to the evaluation of the submitted products for replacement:

To conduct the assessment on parts submitted for replacement:

- Customer must provide parts from different areas.
- Only products whose manufacturing date (appearing on the product) is readable, and not altered will be considered for replacement.
- DSD International Inc. and its authorized dealers reserve the right to visit the clients' installation sites, to inspect the installations in order to evaluate and find the source of any problem and ask for any additional defective products if deemed necessary.

**Parts covered by the Limited Lifetime Warranty:**

20C01-\*\*\* - Collar (pre-pierced ) (1/2" - 2")

**Parts covered by the fifteen (15) year limited warranty**

<b>15 year Warranty - DSD Multi-Purpose Tiles</b>	
<p>Tiles 12" x 12"</p> <ul style="list-style-type: none"> <li>• Flat surface : TILE-120, TILE-120S</li> <li>• Smooth : TILE-121, TILE-121S</li> <li>• Ribbed 0.003": TILE-123, TILE-123S</li> <li>• Ribbed 0.008": TILE-128, TILE-128S</li> </ul> <p>Tiles 6" x 6"</p> <ul style="list-style-type: none"> <li>• Flat surface : TILE-060, TILE-060S</li> <li>• Smooth : TILE-061, TILE-061S</li> <li>• Ribbed 0.003": TILE-063, TILE-063S</li> <li>• Ribbed 0.008": TILE-068, TILE-068S</li> </ul> <p>Borders : Edge and Corner edge, TILE-EF, TILE-EM, TILE-CF, TILE-CM</p> <p>Applicable for all tile colors, Polypropylene and Elastomer.</p>	<p>less than 2..... 100%</p> <p>less than 3..... 90%</p> <p>less than 4..... 80%</p> <p>less than 5..... 70%</p> <p>less than 6..... 60%</p> <p>less than 7..... 55%</p> <p>less than 8..... 50%</p> <p>less than 9..... 45%</p> <p>less than 10..... 40%</p> <p>less than 11..... 30%</p> <p>less than 12..... 20%</p> <p>less than 13..... 10%</p> <p>less than 14..... 7%</p> <p>less than 15..... 5%</p>

**Parts covered by the five (5) year limited warranty:**

All DSD STARS connectors for tubing 3/16" and 5/16" such as :

- |                           |                                |                              |
|---------------------------|--------------------------------|------------------------------|
| - 90° spout adapter       | - Slider wire union            | - Straight saddle connector  |
| - End line fitting        | - End of line Indicator Slider | - Cap for saddle             |
| - Slider end line fitting | - Multifunction collar         | - Double sided seal          |
| - T-connector             | - Multifunctional cap          | - End of line T-pin long cap |
| - T-cap Long Connector    | - SS collar (without holes)    | - Line pull hook             |
| - Wire union              | - Saddle elbow connector 90°   | - Mainline support           |

**Parts covered by the two (2) year limited warranty:**

- Automatic stainless steel Canner 370W/110V/9A : 80A01-002B

**Parts covered by the one (1) year limited warranty:**

- All DSD STARS sap spouts made of Nylon, Polycarbonate or XB2
- All DSD STARS adapters made of Nylon, Polycarbonate or XB2

**Parts covered by the one (1) year limited warranty**

35G01-***	- DSD spout remover	TTL-SP115	- Installation tool for 115° sap spout & saddles
15D01-001	- Stainless steel hook for metal bucket	BUC10-L-B	- DSD bucket 10L
15D01-002	- Stainless steel hook for DSD bucket	BUC10-CO	- DSD bucket cover
BV06-RD-K1	- Gas safety spout	15D01-001	- Universal Steri-Vial
TTL-SP225	- Installation tool for straight sap spout & adapter		

35N04-ANG-21-40	- Angle grinder - electric cordless brushless
35N04-DRL-16-15	- Compact drill - electric cordless brushless
35N04-DRL-21-20	- Drill - electric cordless brushless
35N04-DRLP-21-40	- Hammer drill - electric cordless brushless
35N04-IMP-21-40	- Impact wrench - elect. cordless brushless
35N04-SCH04-21-20	- Single hand saw - electric cordless - 4" blade
35N04-SCH08-21-40	- Single hand saw - electric cordless - 8" blade
35N04-SCH16-42-60	- Chain saw - electric cordless - 16" blade

**Parts covered by our limited 15 month Warranty:**

Products are guaranteed against defects in materials and workmanship for a period of (15) fifteen months.

25J06- Rotary Vane Vacuum Pump – VAKUÖ29 – 3 stages 230/460V

35O02- Rotary Vane Vacuum Pump – VAKUÖ29 – 3 stages 600V

**Parts covered by our limited 3 month Warranty:**

Products are guaranteed against defects in materials and workmanship for a period of (3) three months.

35O01- Sugar shack apron – black, orange, camouflage - Size S/L

35O02- Sugar shack apron – black, pink, camouflage - Size S/L

**DSD International Inc. Tubing Warranty**

The limited warranty only covers tubing purchased for normal use in the maple bush. It does not cover consumables or accessories. Only the defective tubing will be replaced, even if a larger quantity was purchased.

This warranty is non-transferable.

Conditions: Have a copy of the invoice paid in full. Provide at least 5 samples of 5 feet long tubing taken in different areas of the sugar bush, the production date printed on the tubing must be legible.

Unreasonable treatment, such as the use of a flame and / or the use of non-recommended chemicals by the manufacturer, or other damages are excluded and not covered by the DSD International Inc. limited warranty.

The tubing is considered defective when (it breaks or ruptures without collision)

Change in color is not regarded as a defect.

DSD International Inc. reserves the right to visit the client's installation for inspection and to examine the extent of the problem and reserves the right to take additional samples.

When a claim is accepted, the warranty of the tube replaced will end with the end of the original purchase warranty.

The warranty covers material loss only, loss of production, labor or other damage is not covered by DSD International Inc.

The defective tubing must be returned to DSD International Inc. or to one of its authorized dealers. Shipping charges are not covered by warranty.

Limited warranty pro-rated according to the following chart. If tubing is defective before the end of the limited warranty, DSD International will replace part of the defective tubing by new tubing of the same type (if available) or equivalent.

The amount that will be replaced will be calculated according to the following chart.

Product #	Number of years since purchasing	% replaced
<b><u>15-year warranty</u></b>	Less than 1 year	100%
<b><u>Tubing flexible, semi flexible, semi rigid</u></b>	More than 1 year but less than 2	93%
TB516-F- Tubing 5/16" Flexible (Blue, light blue or gray)	More than 2 years but less than 3	86%
	More than 3 years but less than 4	80%
TB316-F- Tubing 3/16" Flexible (Blue, light blue or gray)	More than 4 years but less than 5	73%
	More than 5 years but less than 6	66%
TB516-SF- Tubing 5/16" Semi flexible (Blue, light blue, gray or green)	More than 6 years but less than 7	60%
	More than 7 years but less than 8	53%
TB316-SF- Tubing 3/16" Semi flexible (Blue, light blue, gray or green)	More than 8 years but less than 9	46%
	More than 9 years but less than 10	40%
TB-516-SR- 5/16" tubing Semi rigid tubing (Blue, light blue, gray or light gray)	More than 10 years but less than 11	33%
	More than 11 years but less than 12	26%
TB-316-SR- 3/16" tubing Semi rigid (Blue, light blue or gray)	More than 12 years but less than 13	20%
	More than 13 years but less than 14	13%
	Over 14 years but less than 15	6%
10E05-32- 3/16" flexible/semi flexible 32" drop line 10E05-36- 3/16" flexible/semi flexible 36" drop line 10E05-40- 3/16" flexible/semi flexible 40" drop line (Blue, light blue, gray, light gray, green)	More than 15 years	0%
10E01-32- 5/16" flexible/semi flexible 32" drop line 10E01-36- 5/16" flexible/semi flexible 36" drop line 10E01-40- 5/16" flexible/semi flexible 40" drop line (Blue, light blue, gray, light gray, green)		

<b>Product #</b>	<b>Number of years since purchasing</b>	<b>% replaced</b>
<b><u>10 year warranty</u></b>	Less than 1 year	100%
<b><u>End of line Marker</u></b>	More than 1 year but less than 2	90%
TB316-SR-500GNO - End of line (green)	More than 2 years but less than 3	80%
TB316-SR-500ORO - End of line (orange)	More than 3 years but less than 4	70%
<b><u>Mainline LDPE</u></b>	More than 4 years but less than 5	60%
TB050, TB075, TB100, TB125, TB150, TB200	More than 5 years but less than 6	50%
Mainline 1/2" to 2" (Blue, light blue or Black)	More than 6 years but less than 7	40%
	More than 7 years but less than 8	30%
	More than 8 years but less than 9	20%
	More than 9 years but less than 10	10%
	More than 10	0%
<b><u>5 year warranty</u></b>	Less than 1 year	100%
<b><u>Rigid tubing</u></b>	More than 1 year but less than 2	80%
TB-516-R- 5/16 tubing	More than 2 years but less than 3	60%
Rigid (Blue or light blue or gray)	More than 3 years but less than 4	40%
	More than 4 years but less than 5	20%
	More than 5 years	0%