



WARRANTY CERTIFICATE COLLECTION TUBING and FITTINGS

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Section 1 | GENERAL INFORMATION

LAPIERRE EQUIPMENT, hereafter referred to as LAPIERRE, warrants the new collection tubing and fitting products that it manufactures or distributes. These products are free of defects in manufacturing, materials, and workmanship. The warranty only applies when the product meets normal conditions of installation, use, and maintenance. It is valid for the end user for the *warranty duration according to the product* specified in *Appendix A* below.



KEEP YOUR PURCHASE INVOICE It is very important to keep the original invoice for the purchase of your equipment or a legible copy of it. **Otherwise, LAPIERRE EQUIPMENT INC. will not accept your warranty claim.**

IMPORTANT | Tubing and fitting products are considered DEFECTIVE when they cease to fulfill their primary function: collecting and transporting maple sap.

If tubing and fitting products are defective, LAPIERRE replaces them fully or partially with new products of the same type, if available, or the equivalent, if not. Only defective tubing and fitting products are taken into account to calculate the quantity of products to be replaced, determined among other factors by a pro rata. Refer to *Appendix B – Pro rata calculation table* below to fully understand the mechanics of this statement and consult an example.

All defective tubing and fittings must be returned to LAPIERRE at its main factory located in Saint-Ludger in Beauce, Quebec, Canada or to one of its service centres or distributors. However, LAPIERRE may, at its sole discretion, require only a portion of the defective lot.

LAPIERRE may travel to the customer's facilities to inspect their collection system and determine the nature of the problem. It may also request additional samples if it deems this necessary.

Section 2 | WARRANTY COVERAGE

This warranty covers:

- equipment only, that is collection tubing and fittings,
- defects associated with breakage, ruptures, and detachments.

Section 3 | WARRANTY TRANSFERABILITY

This warranty is transferable.

Section 4 | EXCLUSIONS TO THE WARRANTY CERTIFICATE

Here is a list of exclusions that apply to the warranty:

- consumable products and accessories,
- production and labour losses, as well as any other damage,
- using tubing and fittings with chemicals likely to alter or damage them,
- colour changes,
- tubing:
 - o that shows signs of:
 - unreasonable treatment,
 - alteration to its surface due to flames,
 - damage caused by:
 - ✓ animals,
 - ✓ natural events beyond the control of LAPIERRE,
 - o used with fittings showing detachment problems related to their design or manufacture,
 - for example, this could be due to the inappropriate use of a material, an unsuitable diameter, or even the partial ineffectiveness of the fitting barbs,
- a collection fitting altered by:
 - o deformation or warping, while remaining fully waterproof,
 - o the use of tools that are not dedicated to extracting fittings,
 - o improper use of the extraction tools recommended for fittings,
- shipping costs for returning the tubing and fittings to LAPIERRE, the service centre, or the distributor.

Section 5 | DISCLAIMER

LAPIERRE may not be held liable for incidental or indirect damage, nor for implied material damage.

In the event of a warranty claim, LAPIERRE bears no responsibility for:

- the direct or consequential loss of time, production, or profits,
- inconveniences,
- the costs of acquiring equipment, replacing parts, or storage.

Section 6 | SUBMITTING YOUR WARRANTY CLAIM

Here is the list of supporting documents to provide with your warranty claim:

- your invoice or a legible copy of it,
- 5 samples taken in 5 different areas of the collection system installation,
 - o if applicable, sections of tubes whose printed identification number is clearly readable,
- the quantity of defective products to be replaced,
- a clear description of the problem.

Section 7 | CONTACT INFORMATION FOR THE MANUFACTURER

Lapierre Equipment Inc.
99 Rue de l'Escale
Saint-Ludger (QC)
G0M 1W0

Toll Free 1 833 548.5454
Telephone 819 548.5454
Fax 819 548.5460
info@elapierre.com

APPENDIX A | WARRANTY DURATION TABLE ACCORDING TO THE PRODUCT

The **DURATION OF THE WARRANTY** to the end user enters into force on the date of invoice for the product.

Warranty duration table according to the product		
PRODUCT	NAME or TYPE	DURATION of the WARRANTY*
TUBING	MapleFlex™ Max15 (5/16)	15 years
	MapleFlex™ Ultra15 (5/16, 3/16)	15 years
	MapleFlex™ Rigid (5/16)	10 years
	MapleFlex™ Super10 (5/16, 3/16)	10 years
	MapleFlex™ Master Line	10 years
SPOUTS	Nylon	5 years
	(With reference to “ <i>Pro rata calculation example,</i> ” at the end of <i>Appendix B</i>) → Flexible nylon	3 years
	Grey flexible nylon	One season
	Polycarbonate	One season
COLLECTION FITTINGS	Tees, hooks, and others: nylon	5 years
SEASONAL ADAPTERS	Polycarbonate	One season

* Refer to *Appendix B* for *Pro rata calculation according to the warranty duration*.

APPENDIX B | PRO RATA CALCULATION TABLE | Calculation example

Pro rata calculation table according to the warranty duration

DURATION of the WARRANTY Appendix A, Column 3	NUMBER OF YEARS since the DATE OF INVOICE	PRO RATA or PERCENTAGE of the TOTAL NUMBER of DEFECTIVE PRODUCTS TO BE REPLACED*
3 YEARS <i>(With reference to "Pro rata calculation example," after this table) →</i>	Less than one year	100 %
	One year to less than 2 years	66 %
	2 to 3 years	33 %
	More than 3 years	0 %
5 YEARS	Less than one year	100 %
	One year to less than 2 years	80 %
	2 to less than 3 years	60 %
	3 to less than 4 years	40 %
	4 to 5 years	20 %
10 YEARS	Less than one year	100 %
	One year to less than 2 years	90 %
	2 to less than 3 years	80 %
	3 to less than 4 years	70 %
	4 to less than 5 years	60 %
	5 to less than 6 years	50 %
	6 to less than 7 years	40 %
	7 to less than 8 years	30 %
	8 to less than 9 years	20 %
	9 to 10 years	10 %
More than 10 years	0 %	
15 YEARS	Less than one year	100 %
	One year to less than 2 years	93 %
	2 to less than 3 years	86 %
	3 to less than 4 years	80 %
	4 to less than 5 years	73 %
	5 to less than 6 years	66 %
	6 to less than 7 years	60 %
	7 to less than 8 years	53 %
	8 to less than 9 years	46 %
	9 to less than 10 years	40 %
	10 to less than 11 years	33 %
	11 to less than 12 years	26 %
	12 to less than 13 years	20 %
	13 to less than 14 years	13 %
	14 to 15 years	6 %
More than 15 years	0 %	

* Only *defective products* are accounted for in this calculation.

Pro rata calculation example

You have **550 DEFECTIVE flexible nylon spouts** out of a batch of 2 500 that you purchased **18 months** ago.

1. According to **Appendix A**, **flexible nylon spouts** come with a **3-year** warranty as of the date of invoice.
2. According to **Appendix B**, your product falls into the category: "**3 years | One year to less than 2 years | 66%**".
3. Consequently, **66%** of the **550 DEFECTIVE flexible nylon spouts** will be replaced, or **363 spouts**.

