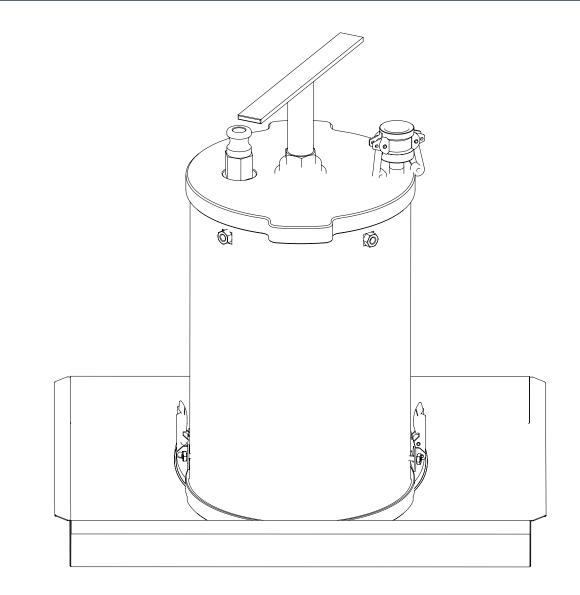


# **SIROFILTER**<sup>™</sup>







# **Naturally innovative**

A leader in equipment and products for the maple syrup industry, LAPIERRE EQUIPMENT distinguishes itself by its ability to innovate and develop high-performance solutions. This is what enables it to make significant changes in production techniques and processes in order to increase crop yield of high quality syrup.

LAPIERRE EQUIPMENT has a wealth of experience accumulated over three generations of maple syrup producers. These are also people driven by passion and a deep desire to help the industry evolve with the utmost respect for nature.

## Honoured to serve your customers

LAPIERRE EQUIPMENT is honoured to actively assist maple syrup producers during the sugar season.

Today you have made a wise choice for at least two good reasons: the superior quality of our products and the exceptional quality of all our expert advisers in the region.

We sincerely appreciate your trust. And we will be happy to serve you again in your future equipment purchases, regardless of the size of your sugar bush.

Thank you!

#### Lapierre Equipment Inc.

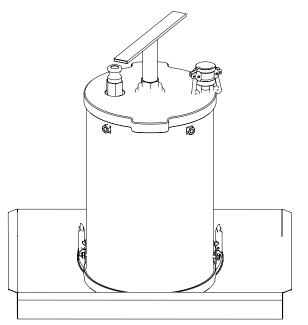
99 Rue de l'Escale, Saint-Ludger (QC) Canada GOM 1W0 819 548.5454 | 1 833 548.5454 | info@elapierre.com www.elapierre.com





# SIROFILTER™

Please note the information required below when dealing with customer service professionals. You can easily find this information on the **data plate** on your Sirofilter<sup>TM</sup> as well as on **your invoice**. You can also refer to *Section 1* of this manual for additional information.



The model shown may differ from your model.



# **SIROFILTER**<sup>™</sup>



LATEST VERSION OF THIS USER'S MANUAL : Please refer to our website for the latest version of this User Manual.

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The manometer pressure must never exceed 75 psi
Never use bleach, laundry detergent, or acidic or chlorine solutions
Never dry your filter cloth in the dryer
Keep your purchase invoice

# PRACTICAL VIDEO GUIDE SIROFILTER™



#### There are two ways to view our video.

#### Method No. 1: QR Codes

- Open your smartphone photo application.
- Point to the QR code below.
- Click on the link appearing on the screen.
- This will take you to the YouTube application for our video.

### Method No. 2: PDF electronic version

- If you are viewing this document in PDF format, click on the hyperlink.



## SECTION 1 WHERE TO FIND INFORMATION ABOUT YOUR EQUIPMENT

When you contact our customer service professionals, it is important to have certain information about your equipment on hand as you will be asked for it.

You can easily find this information on the **data plate** on your SIROFILTER<sup>™</sup> as well as on **your invoice.** 

Equipment information	<b>Data plate</b> (affixed to your equipment)	Invoice
Model number (product code)	✓	$\checkmark$
Purchase date	-	✓
Invoice number	-	$\checkmark$

## 2.1 INSTRUCTIONS

- It is important to read, understand, and adhere to the instructions and warnings contained in this manual.
- This manual must be kept in a place known and accessible to personnel at all times.
- All product operators must be familiar with the contents of this manual.

## 2.2 WARNING

• Never place heavy objects on your equipment as their weight could damage parts of your Sirofilter™.

## **3.1 CONDITION OF YOUR SIROFILTER™**

- Check the condition of your Sirofilter<sup>™</sup> as soon as you receive it.
- Although LAPIERRE EQUIPMENT applies rigorous quality control at the plant and before shipment, please note, photograph, and inform your representative of any defects or imperfections that may be observed within **5 working days of receiving** your equipment.

## **3.2 PURCHASE ORDER**

- Have the purchase order on hand.
- Depending on your Sirofilter<sup>™</sup> order and what is included, check by visual count that you have received all items such as the 12 or 24 in. (30.48 or 60.96 cm) Sirofilter<sup>™</sup>; the 1/2 in. electric diaphragm pump unit; the inner cylinder extractor; hoses, connections, and pan; as well as the number of washable filter cloths according to your 12 or 24 in. Sirofilter<sup>™</sup> model.
- In addition, ensure that all items are in good condition.

# 4.1 MODELS AND FILTERING CAPACITY

Two Sirofilter<sup>™</sup> models are available:

- one with an inner cylinder dimension of 12 in. (30.48 cm),
- one with an inner cylinder dimension of 24 in. (60.96 cm).

Total filtration capacity before filter cloth replacement under optimum conditions:

- 12 in.: 15 to 30 gallons (56.78 to 113.56 litres),
- 24 in.: 40 to 60 gallons (151.42 to 227.12 litres).

## **4.2 SIROFILTER<sup>™</sup> ASSEMBLY AND FILTER CLOTH INSTALLATION**

See below for assembly instructions for the Sirofilter<sup>™</sup> and its filter cloth.

WHAT YOU NEED TO PREPARE | To install the filter cloth, you'll need:

- a new, clean filter cloth (see *Table 2 No. 8*),
- Sirofilter<sup>™</sup> inner cylinder (see *Table 2 No. 15*),
- two O-rings included in the delivery (see Table 2 No. 3),
- a clean work surface sized to accommodate the filter cloth when flattened.
- Before proceeding, check the following three items:
  - filter cloth | identify the side with male Velcro (hooks) and the other with female Velcro (loops),
  - inner cylinder | locate the square slab inside the inner cylinder (see Illustration 2),
  - inner cylinder | also locate the two O-ring mounting grooves on the inner cylinder's outer surface (see *Illustration 1*).
- 1. Lightly dampen your filter cloth to make it easier to install.
- 2. Lay the filter cloth flat on your clean work surface.
  - The side with male Velcro (hooks) must be on top.
- 3. Place the inner cylinder in the centre of the filter cloth width.
  - The square slab (see *Illustration 2*) must be facing downwards on your work surface.
- 4. Then, move the inner cylinder so that its height is centred on the height of the filter cloth.
- 5. Now, wrap the filter cloth around the inner cylinder so that:

#### the Velcro

- is on the opposite side of the slab when its two parts are attached to each other (see Illustration 2),
- the male folds over onto the female Velcro, and
- it lies perfectly flat and crease-free when closed;

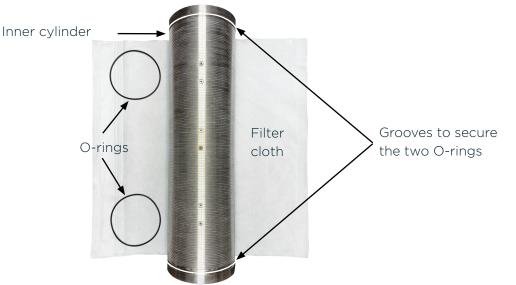
#### the filter cloth

- wraps tightly, flat, and crease-free around the inner cylinder and
- does not extend beyond the ends (top and bottom) of the inner cylinder to prevent it from being trapped between the end of the cylinder and the Sirofilter<sup>™</sup> cover when closed.

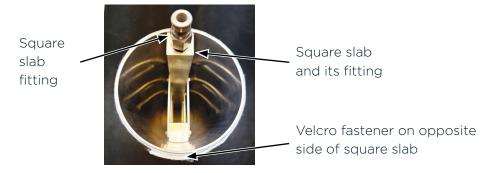
## SECTION 4 Equipment installation; part descriptions and codes (continued)

- 6. Insert the two O-rings into the grooves on the installed filter cloth at both ends of the inner cylinder (see *Illustration 1*).
- 7. Insert the inner cylinder into the outer cylinder (see Table 2 No. 19).
  - Ensure that the slab fitting (see *Illustration 2* and *Table 2 No. 17*) is facing upwards.
  - Ensure that the inner cylinder is resting on the O-ring (see *Table 2 No. 4*) located at the base of the Sirofilter<sup>™</sup>.
- 8. Finally, place the cover and its complementary parts in this order (see *Table 2*):
  - cover (see Table 2 No. 16),
    - ensure that the cover is centred and that its two O-rings (see *Table 2 Nos. 4* and *5*) are resting on the upper ends of the inner and outer cylinders of the Sirofilter<sup>™</sup>,
  - flat washer (see *Table 2 No. 1*),
  - ball bearing (see Table 2 No. 7),
  - handle (see *Table 2 No. 9*),
    - tighten firmly without excessive pressure.

### ILLUSTRATION 1 | Inner cylinder: grooves for the two O-rings



#### ILLUSTRATION 2 | Inner cylinder: square slab and location of Velcro fastener



## 4.3 POSSIBLE INSTALLATION OF A SECOND FILTER CLOTH

To increase filtration quality, two filter cloths can be installed on the inner cylinder. To do this:

- Install a first 1-micron filter cloth directly on the inner cylinder.
- Do not place O-rings on this first filter cloth.
- Then, install the second usual 5-micron filter cloth on top of the 1-micron cloth.
- It is important to respect the order of installation of the filter cloths.
- The Velcro of the first 1-micron filter cloth must be directly across on the opposite side from the square slab (refer to *Section 4.2 item No. 5* | *see Illustration 2*).
- The Velcro of the second 5-micron filter cloth must be slightly offset to the left or right of the Velcro of the 1-micron filter cloth so that they do not overlap.
- Then, place the O-rings on this second filter cloth.



**STRETCHED O-RINGS AND WORN FILTER CLOTH WILL INEVITABLY IMPAIR THE FILTRATION QUALITY OF THE SIROFILTER™.** It is essential to replace these parts when they show signs of deterioration.

# 4.4 TYPICAL INSTALLATION OF A SIROFILTER<sup>™</sup> AND ITS ASSOCIATED EQUIPMENT

If this is your first installation, you must first connect the pipes (not supplied) between each piece of equipment.

**NOTE |** Piping is available from your LAPIERRE EQUIPMENT distributor.

WHAT YOU NEED TO PREPARE | To install the SIROFILTER<sup>™</sup> and your equipment, you'll need:

- hoses required for installation and of appropriate length,
  - transparent hot-cold hose,
  - gray pressure hose,
- precision/Exacto knife,
- safety goggles,
- drain hook and tank inlet adapter for filtered syrup barrel (see Illustration 3 No. 6), both supplied,
- outlet hardware (see Illustration 3 No. 1) for syrup tank,
- clamps,
- screwdriver,
- drain hook (see *Illustration 3 No. 8*), if needed (not supplied).

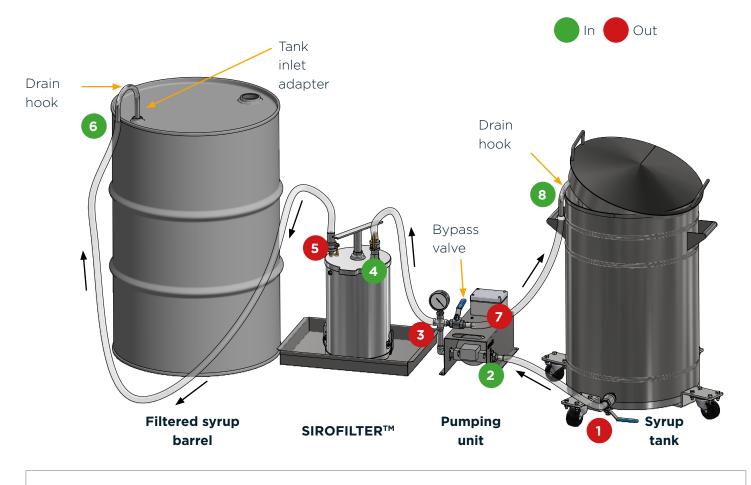


**CAREFULLY PLAN YOUR INSTALLATION AND THE LENGTHS OF HOSE REQUIRED** before cutting your hoses.

#### 4.4.1 Hose Connections

- 1. Connect the syrup tank base outlet (see *Illustration 3 No. 1*) to the pump unit inlet (see *Illustration 3 No. 2*).
- 2. Connect the pumping unit outlet (see *Illustration 3 No. 3*) to the SIROFILTER<sup>™</sup> inlet (see *Illustration 3 No. 4*).
- 3. Connect the SIROFILTER<sup>™</sup> outlet (see *Illustration 3 No. 5*) to the inlet of the filtered syrup barrel (see *Illustration 3 No. 6*).
- 4. Connect the bypass valve outlet of the pumping unit (see *Illustration 3 No. 7*) to the syrup tank using a drain hook (see *Illustration 3 No. 8*).

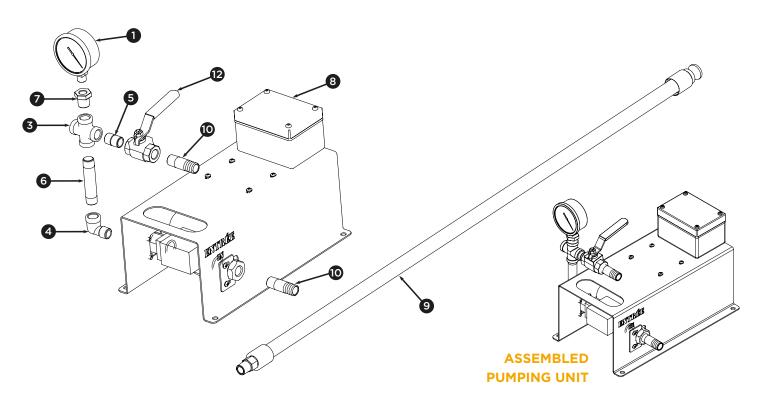
#### ILLUSTRATION 3 | Typical installation of a Sirofilter<sup>™</sup> and its associated equipment



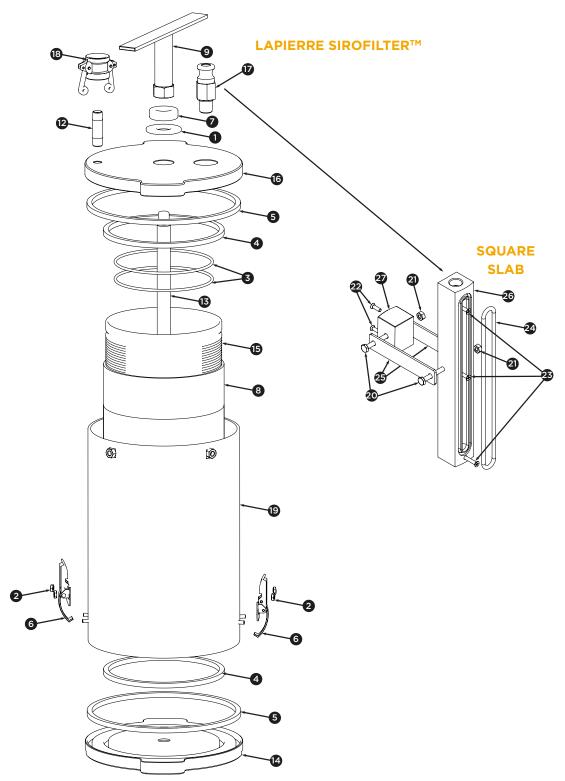


**IF YOU CHANGE PUMPING UNIT, THE PRESSURE** on your pumping unit's pressure relief valve **MUST ALWAYS BE ADJUSTED TO A MAXIMUM OF 50 PSI.** Pressure higher than this will inevitably damage your Sirofilter<sup>™</sup>.





No.	Qty	Part Description	Part Code
1	1	Pitanco glycerine pressure gauge, stainless steel, 2.5 in., 0-100 lb, 1/4 in. connection	DV206-010040S6L
2	1	Cardboard box, 21 x 10 x 10 in. (not shown)	<b>PQ</b> 250-141010 <b>XX</b>
3	1	Four-way connection, stainless steel, 3/8 in. FPT	<b>RA</b> 731-000006 <b>S</b> 6
4	1	Elbow, stainless steel, 90 degrees, 3/8 in. MPT x FPT	<b>RA</b> 754-000606 <b>S</b> 6
5	1	Mamelon, stainless steel, 3/8 in. x cl	<b>RA</b> 778-000600 <b>S</b> 6
6	1	Nipple, stainless steel, 3/8 x 3 in.	<b>RA</b> 778-000648 <b>S</b> 6
7	1	Hexagonal reducer fitting, stainless steel, $3/8$ in. x $1/4$ in. MPT x FPT	<b>RA</b> 800-000604 <b>S</b> 6
8	1	Electric diaphragm pumping unit, 3/8 in. FPT	<b>SR</b> 003-000008 <b>EX</b>
9	1	Standard gray hose with adapters, 40 in.	<b>SR</b> 300-000113 <b>XX</b>
10	2	Adapter, stainless steel, $3/8 \times 1/2$ in. MPT x inserted	<b>TU</b> 100-000608 <b>S</b> 2
11	1	Clear hose, PVC, 1/2 in., 9/16 in. x 15/16 in. (not shown)	<b>TY</b> 002-000008 <b>P</b> 5
12	1	Bypass ball valve, stainless steel, 3/8 in., 1000 WOG	<b>VA</b> 001-000606 <b>S</b> 2



## TABLE 2 | Lapierre Sirofilter<sup>™</sup> and square slab: part descriptions and codes

## SECTION 4 Equipment installation; part descriptions and codes (continued)

#### LAPIERRE SIROFILTER™

No.	Qty	Part Description	Part Code
1	1	Flat washer, zinc, inner dimension 13/16 in., for 3/4 in. bolt	BU200-000013K1
2	4	Hex nut, stainless steel, 10-24	BU207-001024S6
3	2	O-ring for filter cloth on inner cylinder, No. 253, 5-3/8 in.	<b>DV</b> 218-000438 <b>XX</b>
4	2	O-ring for inner cylinder, No. 438, square, 6 in., 6.250 int. x 6.750 ext. x 0.265 in.	<b>DV</b> 218-000438 <b>XX</b>
5	2	O-ring for outer cylinder, No. 445, square, 8 in., 8.000 int. x 8.500 ext. x 0.265 in.	<b>DV</b> 218-000445 <b>XX</b>
6	2	Exterior clips, stainless steel, 301SS-BA	DV220-000001S8
7	1	Ball bearing, 4459-00 BRG	<b>DV</b> 234-445900 <b>XX</b>
8	1	Filter cloth, 5 microns, 12 in., packs of 2	<b>DV</b> 400-001202 <b>XX</b>
9	1	Sirofilter™ handle	FE200-000001XX
10	1	Sirofilter™ sticker, 3-1/2 in. x 2 in. (not shown)	<b>PA</b> 020-025424 <b>T</b> 8
11	1	Packing label (not shown)	<b>PA</b> 033-000000 <b>XX</b>
12	1	Nipple, stainless steel, $1/4 \times 2$ in.	<b>RA</b> 778-000432 <b>S</b> 6
13	1	Shaft, stainless steel, 3/4 in., for 12 in. Sirofilter™	<b>SR</b> 200-000001 <b>AX</b>
14	1	Sirofilter™ base, aluminum	<b>SR</b> 200-000003 <b>XX</b>
15	1	Inner cylinder, slabless, for 12 in. Sirofilter™	<b>SR</b> 200-000005 <b>AX</b>
16	1	Cover, aluminum	<b>SR</b> 200-000007 <b>XX</b>
17	1	F-type aluminum, 1/2 in., machined fitting for Sirofilter™ square slab, 2-3/4 in. long	SR200-000016XX
18	1	C-type aluminum fitting , 1/2 in. modified 1/4 in.	<b>SR</b> 200-000018 <b>XX</b>
19	1	Outer cylinder, with screws and nuts, without exterior clips, for 12 in. Sirofilter™	SR200-010006AX
SQL	JARE	SLAB	
20	2	Hex bolt, stainless steel, 1/4-20 x 2 in.	BU202-042032S6
21	2	Hex nut, stainless steel, 1/4-20	<b>BU</b> 207-000420 <b>S</b> 6
22	2	MEC screw, stainless steel, 10-24 x 5/8 in.	BU214-102410S6
23	3	MEC screw, stainless steel, 10-24 x 1 in.	BU214-102416S6
24	1	O-ring, No. 365	<b>DV</b> 201-000365 <b>XX</b>
25	2	Square slab support, aluminum	<b>SR</b> 200-000002 <b>XX</b>
26	1	Square slab for 12 in. Sirofilter™	<b>SR</b> 200-000004 <b>AX</b>
27	1	Square slab block	<b>SR</b> 200-000008 <b>XX</b>



Hot syrup can cause severe burns. Always wear **SAFETY GOGGLES and HEAT-RESISTANT GLOVES AND CLOTHING** when working with this equipment.

Here are the steps to follow to operate your Sirofilter<sup>™</sup>.

- 1. Install a new filter cloth in your Sirofilter<sup>™</sup> (see *Section 4.2*).
  - Reconnect the inlet and outlet hoses to your Sirofilter<sup>™</sup> (see *Illustration 3 Nos. 4 and 5*).
- 2. RECIRCULATION | Place the outlet pipe of the Sirofilter<sup>™</sup> (see *Illustration 3 Nos. 5 and 6*) toward the syrup tank in preparation for recirculation and the adjustment of the clarity of your maple syrup, if necessary.
- 3. FILTER POWDER | Bring 2 to 3 gallons of maple syrup to your syrup tank, then stop the flow of syrup. Add filter powder if you deem it necessary.
  - Activate the pumping unit and recirculate for 5-10 minutes.
  - If the syrup still lacks clarity, add filter powder during recirculation until you judge that the syrup's clarity level has reached the desired quality criterion.
- 4. Then, stop the pumping unit and move the Sirofilter<sup>™</sup> outlet pipe (see *Illustration 3 Nos. 5 and 6*) from the syrup tank to the filtered syrup barrel (see *Illustration 3 No. 6*).
- 5. Activate the pumping unit again and adjust its bypass valve (see *Illustration 3*) until a pressure of 10 to 15 psi is obtained at the manometer (see *Table 1 No. 1*).
- 6. The pressure at the manometer will gradually increase throughout the filtration operation.
  - When it reaches 50 psi, replace the filter cloth on your Sirofilter<sup>™</sup> (see *Section 4.2*) with a new one or clean it (see *Section 6.1.2*) and continue with the day's filtration if it has not been completed.

**TIP** | To maximize your time during the filtration operation, it is advantageous to operate the Sirofilter<sup>™</sup> with two inner cylinders ready for use (i.e., with the filter cloths pre-installed).

7. At the end of the filtration operation, clean the entire Sirofilter<sup>™</sup> (see *Section 6*).



**THE MANOMETER PRESSURE MUST NEVER EXCEED 75 PSI.** In this case, stop the pumping unit immediately and replace the filter cloth in your Sirofilter<sup>™</sup>. In addition, check the integrity of your inner cylinder for warping.

## SECTION 6 SIROFILTER™ CLEANING

How to clean your Sirofilter<sup>™</sup> at the end of filtration or at the end of the season, as applicable.

1. Recover the sugar.

To recover the sugar inside the Sirofilter<sup>TM</sup>, use the pumping unit to circulate 5 gallons of hot water from your syrup tank or a clean container that you have on hand to the Sirofilter<sup>TM</sup>. Direct the water from the Sirofilter<sup>TM</sup> outlet (see *Illustration 3 No. 5*) to your maple water tank.

**Note** | If you are at the end of the season, you can direct the water from the Sirofilter<sup>™</sup> outlet to the sanitary drain.

- 12 in. cylinder = 5 gallons | 24 in. cylinder = 10 gallons.
- 2. Disconnect the two hoses (see *Illustration 3 Nos. 4 and 5*) from the Sirofilter™.

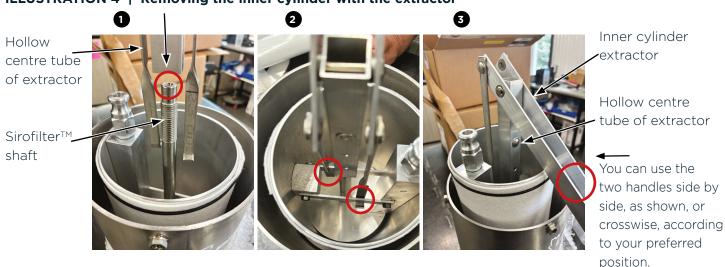
**IMPORTANT** | Be careful! Hot liquids in the hoses can cause severe burns.

- 3. Remove:
  - Sirofilter<sup>™</sup> handle (see *Table 2 No. 9*),
  - ball bearing (see Table 2 No. 7),
  - flat washer (see Table 2 No. 1),
  - cover (see Table 2 No. 16),
    - if you encounter resistance when removing the cover, apply moderate hand pressure on its handles to loosen and lift it. Use a rubber hammer if necessary.

4. Remove the inner cylinder from the Sirofilter<sup>™</sup> (see *Table 2 No. 15*).

- Use the inner cylinder extractor (supplied) (see *Illustration 4 No. 3*) if you encounter resistance when lifting the cylinder.
- To do so:
  - a. Insert the hollow central tube of the extractor into the Sirofilter<sup>™</sup> shaft (see *Illustration 4 Nos. 1 and 3*).
  - b. Place the two extractor hooks (see *Illustration 4 No. 2*) under each of the two square slab supports (see *Table 2 No. 25*).
  - c. Finally, use the two extractor handles (see *Illustration 4 No. 3*) to gently lift the inner cylinder.

## SECTION 6 Sirofilter<sup>™</sup> cleaning (continued)



### ILLUSTRATION 4 | Removing the inner cylinder with the extractor

- 5. Remove any build-up on the filter cloth using a scraper (not supplied).
- 6. Remove the filter cloth. Set aside for cleaning (see Section 6.1.2).
- 7. Clean and rinse both sides of the inner cylinder with hot water and dry.
  - Clean the square slab and all its components as well.
- 8. Install a new filter cloth (see *Section 4.2*) on the inner cylinder if you are still in the filtration season.

Note | If you are at the end of the season, this step is not necessary.

- 9. Clean both sides of the outer cylinder (see *Table 2 No. 19*) and the base of the Sirofilter<sup>™</sup> (see *Table 2 No. 14*) with hot water to which a few drops of bleach have been added. Rinse thoroughly.
  - To do this, unclip the two exterior clips (see *Table 2 No. 6*) located at the base of the outer cylinder.
- 10. Clean the hoses with hot water.
- 11. Reassemble your Sirofilter<sup>™</sup>.

## 6.1 FILTER CLOTH REPLACEMENT, CLEANING, AND STORAGE

#### 6.1.1 Filter Cloth Replacement

Replace your filter cloth when it shows signs of deterioration, degradation, thinning, or wear. Another sign to change your filter cloth is the appearance of filamentous elements all around its edges.

If in doubt about the filtration quality of your filter cloth, it is best to replace it with a new one.

## SECTION 6 Sirofilter<sup>™</sup> cleaning (continued)

#### 6.1.2 Filter Cloth Cleaning

To clean the filter cloth, simply hand-wash in lukewarm water and rinse thoroughly. Then, leave to air dry.



**NEVER USE BLEACH, LAUNDRY DETERGENT, OR ACIDIC OR CHLORINE SOLUTIONS** to clean your filter cloth.



## NEVER DRY YOUR FILTER CLOTH IN THE DRYER.

### 6.1.3 Filter Cloth Storage

Store new filter cloths in their original bag.

Used filter cloths must be clean, perfectly dry, and stored in clean, airtight, resealable bags large enough to close completely. Do not add any product to your resealable bag.

## SECTION 7 PART AND SOLUTION CODES

Below are the codes for some of the parts and solutions required to operate your Sirofilter<sup>™</sup>. These codes are useful for ordering from our main plant and our various service centres.

Part Description	Part Code
Filter cloths	
Washable filter cloths, 12 in, 5 microns*, pack of 2	<b>DV</b> 400-001202 <b>XX</b>
Washable filter cloth, 24 in., 5 microns, pack of 1	<b>DV</b> 400-002401 <b>XX</b>
Washable filter cloths, 12 in., 1 micron**, pack of 2	<b>DV</b> 400-011202 <b>XX</b>
<ul> <li>* The 5-micron filter cloth is recommended if only one cloth is us</li> <li>** The 1-micron filter cloth is recommended if you use a second c</li> <li>(See Section 4.3)</li> </ul>	5
Filter powder	
Dicalite diatomaceous earth, filter powder, 10 lb	<b>DV</b> 403-010010 <b>XX</b>
Dicalite diatomaceous earth, filter powder, 50 lb	DV403-010050XX

## 8.1 QUESTION | PARTICLES IN THE SYRUP?

The syrup has a lot of particles and is not clear when it comes out of the Sirofilter<sup>™</sup>.

#### Solutions

- Does the installation of the filter cloth comply with all the installation instructions, including those relating to the side with the male Velcro, which must be on the top (see *Section 4.2 item No. 2*)?
- Not enough filter powder is being used. Add the same amount of powder as used at the start of the filtration operation.
- Replace the filter cloth if it shows signs of deterioration, degradation, thinning, or wear.
- Are the O-rings installed (see Table 2 Nos. 3, 4, and 5)?

## 8.2 QUESTION | IS THE INNER CYLINDER WARPED?

The inner cylinder is warped.

#### Solution

The cylinder has probably been subjected to pressure in excess of 75 psi. In this case, replace the inner cylinder with a new one.

## **8.3 QUESTION | HIGH PRESSURE + LOW OR NO FLOW?**

The pumping unit provides high pressure, but the Sirofilter<sup>™</sup> output remains low or zero.

#### Solutions

Replace the filter cloth if it shows signs of deterioration, degradation, thinning, or wear. If the pressure gauge reaches 50 psi, the filter cloth should be replaced with a new one or cleaned.

## 8.4 QUESTION | STILL NO FLOW?

You have replaced the filter cloth and you still have little or no output.

#### Solution

It is likely that your pumping unit is defective or at the end of its useful life. In this case, the pump needs to be repaired or replaced.



# GENERAL WARRANTY (WARRANTY CERTIFICATE)

- 1. Two-year limited warranty
- 2. One-year limited warranty
- 3. Three-month limited warranty
- 4. Original manufacturer's warranty
- 5. Other warranty
- 6. Warranty transferability
- 7. Eligibility for warranty repairs and modifications
- 8. Exclusions to the warranty certificate
  - 8.1 Observed conditions
  - 8.2 Expenses and losses
  - 8.3 Evaporators
  - 8.4 Extractors and transfert tanks
- 9. Products without warranties

#### **10. WARRANTY SUMMARY TABLE**

- 11. Disclaimer
- 12. Submitting your warranty claim



**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.** 

The term MANUFACTURER is used for LAPIERRE EQUIPMENT to simplify the text.

## 1. TWO-YEAR LIMITED WARRANTY

The MANUFACTURER warrants that *all new products that it manufactures* are free of defects in manufacturing, materials, and workmanship. The warranty is valid for the end user for a period of two years, on parts and workshop labour, from the date of invoice of the product.

Furthermore, the warranty on parts and labour carried out on site, at the customer's location, is valid for a period of up to two years, depending on the product.

The warranty only applies when the product meets normal conditions of installation, use, and maintenance.

**PRODUCT DEFECT |** The appearance of a defect before the expiry date of the warranty must be reported to the MANUFACTURER immediately. The latter then repairs or replaces the defective parts with new equivalent parts.

**DEFECTIVE PARTS |** The defective parts replaced become the property of the MANUFACTURER. They are recovered during the after-sales service operation.

**AESTHETICS** | The aesthetic appearance of the products – parts and equipment – is covered by a 5-day warranty from the date of invoice.

Refer to *Section 10 – WARRANTY SUMMARY TABLE* for more information about the warranties.

## 2. ONE-YEAR LIMITED WARRANTY

**NEW PRODUCTS AND EQUIPMENT |** This warranty applies to certain products from our suppliers, certain wearing parts of our evaporators, extractor pumps, and certain labour services performed either by the MANUFACTURER or one of our suppliers.

The MANUFACTURER warrants that all new products are free of defects in manufacturing, materials, and workmanship. The warranty is valid for the end user for a period of one year, on parts and labour, from the date of invoice of the product. It only applies when the product meets normal conditions of installation, use, and maintenance.

The provisions of *Section 1 – PRODUCT DEFECTS, DEFECTIVE PARTS*, and *AESTHETICS* also apply.

**USED PRODUCTS AND EQUIPMENT |** This warranty applies to used products, unless otherwise stated.

The MANUFACTURER warrants that all used products are free of defects in manufacturing and materials. The warranty is valid for the end user for a period of one year, on parts and workshop labour, from the date of invoice of the product. It only applies when the product meets normal conditions of installation, use, and maintenance.

The provisions of *Section 1 – PRODUCT DEFECTS* and *DEFECTIVE PARTS* apply. *The AESTHETICS* provision does not apply.

**OUT-OF-WARRANTY REPAIRS** | This warranty also applies to out-of-warranty repairs, unless otherwise stated.

The MANUFACTURER warrants all out-of-warranty repairs for a period of one year, on parts and workshop labour, from the date of invoice of the repair. It only applies when the product meets normal conditions of installation, use, and maintenance.

The provisions of *Section 1 – PRODUCT DEFECTS* and *DEFECTIVE PARTS* apply. *The AESTHETICS* provision does not apply.

Refer to *Section 10 – WARRANTY SUMMARY TABLE* for more information about the warranties.

## **3. THREE-MONTH LIMITED WARRANTY**

Hardware and accessories from suppliers.

## 4. ORIGINAL MANUFACTURER'S WARRANTY

Tools and instruments from suppliers.

## 5. OTHER WARRANTY

Collection tubing and fittings have their own warranty – warranty certificate. Refer to the document: *WARRANTY CERTIFICATE – Collection tubing and fittings*.

# 6. WARRANTY TRANSFERABILITY

This warranty is transferable and applicable upon presentation of the original purchase invoice or a legible copy of it.

# 7. ELIGIBILITY FOR WARRANTY REPAIRS AND MODIFICATIONS

To be eligible for the warranty, any warranty repair or modification must MANDATORILY BE APPROVED BEFOREHAND by the MANUFACTURER, whether it is carried out by one of ITS AUTHORIZED DISTRIBUTORS or by other third parties.

## 8. EXCLUSIONS TO THE WARRANTY CERTIFICATE

### 8.1 OBSERVED CONDITIONS

This warranty becomes null and void when one or more of the following conditions are observed.

#### 8.1.1 An altered, modified, or removed serial number

#### 8.1.2 A product damaged by:

- 8.1.2.1 The user
  - Usage deemed abusive or negligent.
  - An accident caused by the user.

#### 8.1.2.2 Negligence in following the instructions in the user manual

• Negligence on the part of the user to follow the instructions in the user manual: safety instructions, equipment installation, start-up and operating procedures, equipment maintenance and cleaning, and all other recommendations provided by the MANUFACTURER.

#### 8.1.2.3 The installation, modification, or repair of the equipment

- Installation in a location unsuitable for normal use.
- A modification or repair not authorized by the MANUFACTURER.

#### 8.1.2.4 A non-compliant equipment part

- The use of equipment parts other than the original parts from the MANUFACTURER.
- The use of equipment parts obtained through a service centre, technician, or distributor not authorized by the MANUFACTURER.
- The use of equipment parts likely to alter or damage the equipment.

#### 8.1.2.5 An electrical problem

- A variation, an electrical surge, or excessive voltage.
- Poor quality of the power supply or electrical connection.

#### 8.1.2.6 A problem with the cleaning products

• The use of cleaning products or acids likely to alter or damage the equipment, or used without following the recommendations of their respective manufacturer.

#### 8.1.2.7 Inappropriate storage of corrosive products

• Corrosive products such as chlorine, for example, must not be stored in the same room as your equipment.

#### 8.1.2.8 An event beyond control

• Events which are beyond the control of the MANUFACTURER, such as a mechanical shock (impact, collision, vibrations), water damage or a flood, a fire, lightning, a storm, an earthquake, or any other natural or human disaster.

#### 8.2 EXPENSES AND LOSSES

This warranty does not cover the following expenses or losses.

#### 8.2.1 Expenses for:

- transporting the equipment to the repair site and bringing it back to the customer,
- making the product accessible during a service call,
- service calls for reasons other than those provided for in the warranty. The warranty applies when a flaw, malfunction, or defect in manufacturing, materials, or workmanship appears,
- service calls associated with product start-up at the beginning of the season and product shutdown at the end of the season or after the season. However, these expenses may be covered if they are specified in the purchase contract,
- service calls received upon expiry of the warranty,
- annual equipment tune-ups.

#### 8.2.2 Losses:

- revenue losses caused by:
  - o maple sap harvest losses,

o syrup quality;

• production losses, in terms of quantity or quality, related to the provisions covered by this warranty.

#### 8.3 EVAPORATORS

Please find below three conditions of exclusions to the warranty certificate specific to evaporators.

#### 8.3.1 Use of inappropriate wood, agents, and fuels

This warranty becomes null and void if a defect appears caused by the use:

- of wood that is painted or treated, or which contains chemicals or adhesive substances (glue),
- of any agent added to the evaporators,
- of any material, substance or fuel other than natural wood, for wood-fired evaporators,
- of any fuel other than No. 2 fuel oil, for oil-fired evaporators.

#### 8.3.2 Interior aesthetics of the pans

The interior aesthetic appearance of the pans is not covered by the warranty.

#### 8.3.3 Ceramic glass of Vision® evaporator

The ceramic glass of Vision® evaporator is not covered by the warranty.

#### 8.4 EXTRACTORS AND TRANSFER TANKS

The complete seal of an extractor or a transfert tank is not covered by this warranty.

## 9. PRODUCTS WITHOUT WARRANTIES

The MANUFACTURER does not offer any warranty on the following products:

- batteries installed on the equipment,
- pH sensors,
- electronic parts such as repair components purchased individually,
- products marked "Liquidation/Final sale" on the invoice no returns, no warranty.

## **10. WARRANTY SUMMARY TABLE**

The following *Warranty Summary Table* illustrates whether or not a warranty applies to a product or service, as well as its duration, if applicable.

# WARRANTY SUMMARY TABLE

	PARTS		LABOUR				
LAPIERRE naturally innovative		In workshop	<b>On-site</b> <b>support</b> (diagnostic, repair)	Remote support			
R. O. Concentrators	2 years	2 years	1 year	2 years			
Datacer	2 years	2 years	No	2 years			
Finishing and processing equipment, including maple cream makers, bottling systems, candy machines, water jacketed bottling tanks, etc.	2 years	2 years	1 year	N/A			
Evaporators including parts and pan washers	2 years Wearing parts*: 1 year	2 years Wearing parts*: 1 year	2 years Wearing parts*: 1 year Burners adjustment: 1 year	2 years			
Extractors	2 years Pump: 1 year	2 years Pump: 1 year	1 year	2 years			
Vacuum pumps **	2 years	2 years	1 year	2 years			
Tanks (basins)	2 years Structure only	N/A	2 years Structure only	N/A			
Transport tanks	1 year	N/A	1 year	N/A			
Silos	1 year	N/A	1 year	N/A			
Used products and equipment	1 year Unless otherwise indicated	1 year Unless otherwise indicated	N/A	N/A			
Listed chimneys	20 years <i>Prorated</i>	N/A	N/A	N/A			
Tools and instruments	From the original manufacturer	N/A	N/A	N/A			
Hardware and accessories from suppliers	3 months	N/A	N/A	N/A			
Fittings and accessories for tubing	1 to 5 years <i>Prorated</i>	N/A	N/A	N/A			
Tubing	10 to 15 years <i>Prorated</i>	N/A	N/A	N/A			
Out-of-warranty repairs	1 year	1 year	N/A	N/A			

## SECTION 9 General warranty (Warranty certificate) (continued)

**SEALS** | All seals, regardless of the equipment, are wearing parts that come with a one-year warranty.

**BATTERIES, pH SENSORS, ELECTRONIC PARTS |** There is **no warranty** on batteries, pH sensors, and electronic parts such as repair components purchased individually.

**SUBMERSIBLE SENSORS** | The **2-year** warranty applicable to submersible sensors **is voided** when they freeze or are damaged by poor handling or negligent maintenance.

- \* Wearing parts gradually deteriorate as the equipment is used. Those found on evaporators are as follows: seals and refractory materials such as bricks and concrete.
- \*\* The warranty is that of the original manufacturer. This warranty is null and void if water is present in the pump.

## **11. DISCLAIMER**

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

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

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

## **12. SUBMITTING YOUR WARRANTY CLAIM**

Here is the procedure to submit your warranty claim.

- Contact your representative or distributor, our service centre, or our head office to submit your warranty claim and schedule the after-sales service operation, if necessary.
- **IMPORTANT |** For any claim, you must submit your original purchase invoice or a legible copy of it. Otherwise, the MANUFACTURER will not accept your claim.
- If applicable, the MANUFACTURER will inspect your equipment and confirm whether your warranty claim is accepted.

If **so**, the MANUFACTURER will carry out an after-sales service operation according to the provisions specified in *sections 1. TWO-YEAR LIMITED WARRANTY* or *2. ONE-YEAR LIMITED WARRANTY*.

If **not**, you will be offered a cost estimate. This may include the travel expenses of a technician and their mileage, the working time of the technician at the hourly rate in effect, a daily allowance for meals, and other expenses, if applicable.

- If applicable, the functional equipment is then returned to the customer in a condition comparable to that in which it was found when it was received. This *comparable condition* was determined beforehand by the MANUFACTURER and/or one of its representatives or distributors.
- This after-sales service operation under warranty does not extend the duration of the warranty on the equipment. The end date of the warranty remains the same.

Warranty certificate: December 2024 (V06)

## SECTION 10 PARTS AVAILABILITY

Parts for your Sirofilter<sup>™</sup> or any other equipment manufactured at LAPIERRE EQUIPMENT are available at our main plant in Saint-Ludger, Quebec, Canada and our service centers in Waterloo, Quebec, Canada and Swanton, Vermont, USA. However, do not hesitate to contact us or visit our website to locate the distributor nearest you.

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# We sincerely appreciate your trust.

# Thank you!



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