

June 19, 2009

**To:** All Americas Business Managers- AIR  
All Americas Marketing Managers- AIR  
Steve Jones, Director- Strategic Accounts  
Don Dietz, Director- Strategic Channels

**cc:** Dipen Shah- Global Portfolio Mgr.. Reciprocating Products  
Terry Adams- Director, Technical Services & Reliability  
Dave Cowley- Mgr. Technical Services & Training  
Gary Patterson- Mfrg. Technology Manager, C'ville  
Steve Fritz, Manager – Services Manager, Americas Region  
Nathan Blasingame, Marketing Mgr., Services

**RE: 2-Year Warranty Policy for Ingersoll Rand Single & Two-Stage Recip Products**

In recent weeks there have been some noise and traffic regarding our warranty policy on above referenced products manufactured in our Campbellsville, KY, facility and sold/ shipped within the Americas Region. To clear up any ambiguity, the need exists to put this policy in writing pertaining to referenced subject matter. All statements made hereafter refer to **AIR** products only.

Ingersoll Rand warrants equipment for a period of twelve (12) months from the date of placing the equipment in operation or eighteen (18) months from the date of shipment, whichever occurs first. Foregoing warranty period shall apply to all equipment manufactured by Ingersoll Rand (AIR) except for the following: (A) Model DD2T2 and Model P1.5IU-A9 "Garage Mate", which carries a one year warranty **ONLY** and (B) reciprocating compressors (single and two-stage only) that are operated solely on Ingersoll Rand synthetic compressor lubricant (All-Season Select) will have their bare compressor pump (**ONLY**) warranted for the earlier of twenty-four (24) months from the date of initial operation or thirty (30) months from date of shipment.

Above policy is outlined specifically in the operator's manual for both single and two-stage products manufactured in C'ville, excluding the Model DD2T2 and P1.5IU-A9 "Garage Mate" compressors.

Please note that with the use of All-Season synthetic lubricant, all downstream piping materials and system components should be checked for compatibility with a synthetic based lubricant. A complete compatibility list can be found in the operator's manual.

Respectfully,



Brian Freeman  
Business Manager- Americas Region