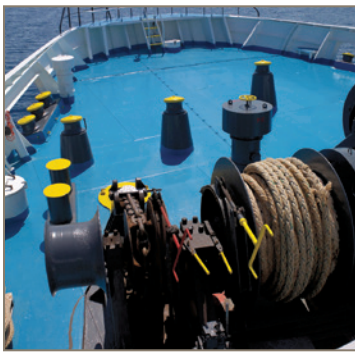
Genuine Parker Parts

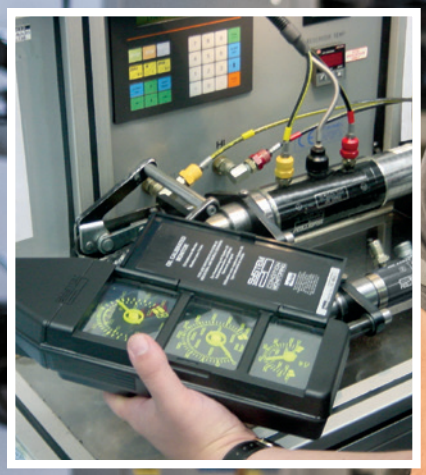
Hydraulic Component System Warranty



ENGINEERING YOUR SUCCESS.

The Process Begins

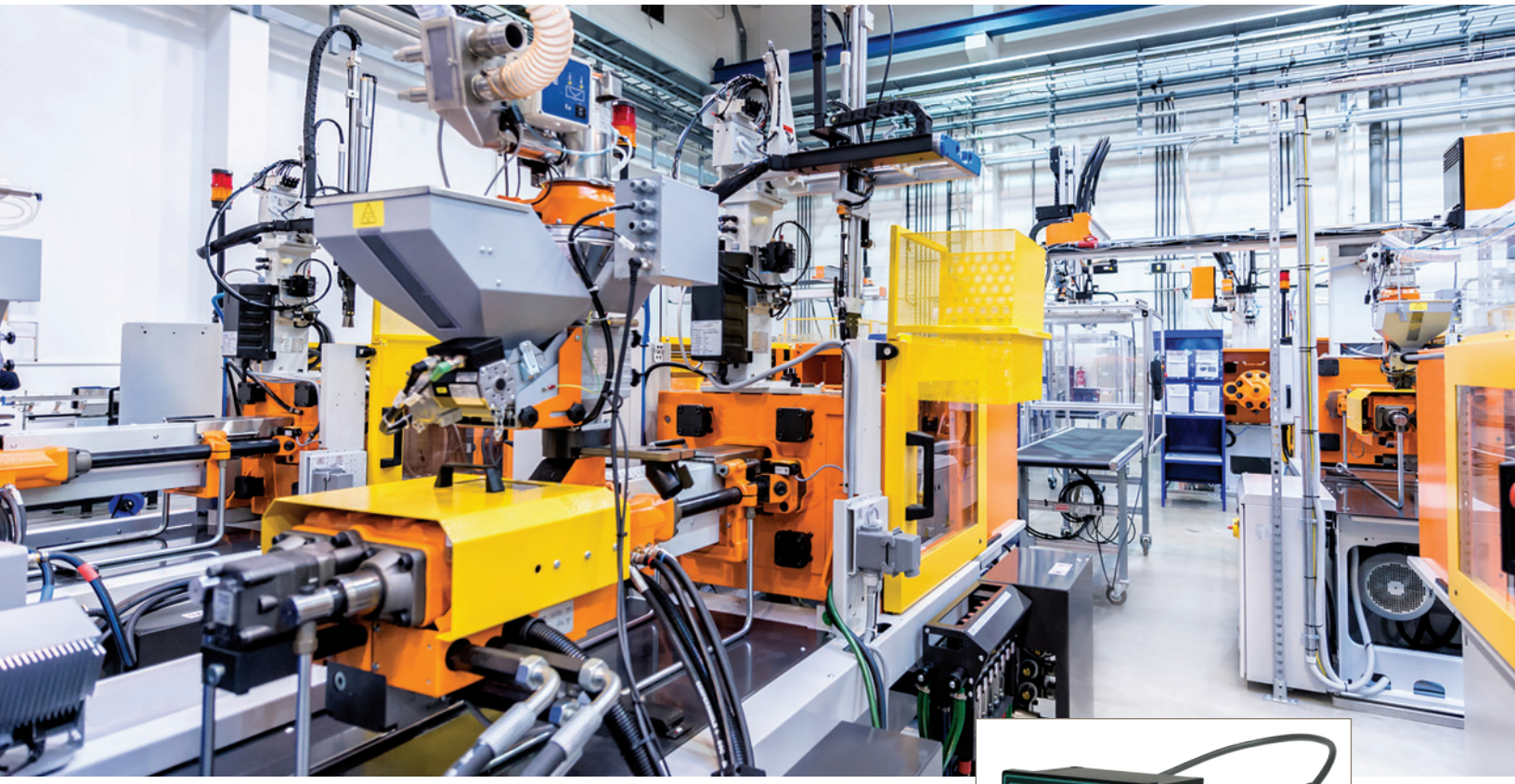
PARKER REALLY GOES TO WORK FOR YOU.



Original equipment manufacturers (OEMs) want to make and sell the best possible product to ensure end-user satisfaction and confidence. Within the OEM organization itself, the engineering department wants world-class performance and reliability. The purchasing department is striving for reliable sources, less vendors and overall cost reductions. The marketing department needs to know the competitive advantages that can be promoted in advertising, sales literature and trade shows. Business management, sales/marketing, service, operations and quality control want systems that will please their customers, generate sales and reduce after-sales service/warranty expenses.

The Genuine Parker Parts (GPP) program helps manufacturers achieve the overall goal while meeting each of its stakeholders' needs. The result is a superior manufactured product backed by Parker's exclusive 36-month warranty. The GPP process begins when the Parker Hydraulic Territory Manager, Hydraulic System Engineer and Hydraulic Fuel and Filtration Territory Manager meet with members from each team, gather on-site information, analyze the data and map out an overall plan. Once an OEM agrees to conform to the system parameters of the GPP program, Parker goes to work.

Performance Improvement



The Parker team will consult with your engineering and sales/ marketing teams to conduct an evaluation of the hydraulic system with a focus on establishing strategies to protect the cleanliness of the hydraulic fluid.

The focus will be the hydraulic components individual ISO specifications, the application data, the environment, the conditions and industry norms for the use of your equipment/machine by your customers.

An agreement will be reached on the ISO Fluid Cleanliness rating that will meet or exceed the requirements of the Parker components in the bill of material (BOM).

Parker will make the necessary recommendations based upon this ISO rating and all other application details to establish the Parker products that will be required for your equipment/ machine to be approved for this extended warranty program.

The performance goal of this program is to reduce and/or eliminate the problems associated with hydraulic fluid contamination. The real cost of hydraulic fluid contamination:

- Reduced component life
- Increased warranty costs
- Customer dissatisfaction
- Increased field service support
- Reduced productivity
- Damaged reputation for reliability
- Negative impact on sales

Promotional Power

Case Study

Industrial Washing Machine Manufacturer Increases Production and Control with Parker System Solution

Unmet Needs:

The G.A. Braun Advantage Tilting Side Loader® is an industrial washing machine with four discrete laundry chambers. The machine had to be easy to use, reliable and efficient.

In a commercial laundry environment, non-productive time has a significant impact on the ability of the service company to be market competitive and also directly impacts the direct labor cost per load. Non-productive time is caused by lengthy drum positioning cycles, loading cycles and unplanned maintenance events. By improving the ability to stop and start more quickly, the Advantage reduces labor cost overhead for the end user by improving load and unloading times and significantly increases available capacity. The Advantage also has design advantages to reduce both scheduled and unscheduled maintenance events. During normal operation, industrial washing machines must accommodate a wide range of RPM with a variable load and torque and high to low displacements. Constant stopping, which requires precisely and quickly locating the inner wash drum for loading and unloading the machine, is all part of the daily non-productive time. This also is very hard on the machine and components causing an increase in MRO costs. Shorter cycle times equate to more capacity, meaning more loads can be completed in the same period of time. Increased production capacity results in an improvement in throughput and resulting revenues. In addition, controlled deceleration from high speed extract, or from loss of power must be completed in a minimum amount of time. Safety is a key factor. The final concern was the need for interchangeable drive system. All components must be field replaceable with limited down time.

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Parker

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The GPP program is an exceptional sales advantage for you. It assures that your customers will receive the highest-quality hydraulic system available. If a problem does occur, end users or the OEM should alert a Parker representative immediately. He or she will be available to provide support anywhere it's required.

Parker can also help you promote your GPP approved products. GPP products are eligible to be documented in custom-written case studies; Something you can use as sales literature or trade show hand-outs. For complete details, ask your Parker representative.

Hydraulic Component System Warranty

Parameters of the GPP Program

- Total system health management
- 3 year warranty for your equipment's hydraulic component system
- Enhances the value of your equipment
- Reduces your after-sales costs
- Parker global support

1. Parker and OEM must have signed Mutual Non-Disclosure Agreement in place prior to commencing the GPP standard work program.
2. Registered hydraulic power unit/system must consist of only Parker Hydraulic Group products; No competitive product. NOTE: Competitive product is acceptable, where a Parker equivalent is not available. However, the extended warranty only applies to the Parker content on the bill of material (BOM).
3. New hydraulic power unit and/or systems only: Program is not available on existing, refurbished, or rebuilt hydraulic systems.
4. Parker evaluation of the hydraulic system with a focus on establishing strategies to protect the cleanliness of the hydraulic fluid is required. The OEM/distributor agrees to provide relevant schematics, application and environment details requested for evaluation.
5. OEM must perform system flushing during the commissioning process. Flushing procedures should be available for Parker to review and witness, if requested.
6. OEM must be able to perform fluid condition testing of the new HPU/system or provide bottle sample of hydraulic fluid to establish the fluid cleanliness prior to shipment. Charges may apply for the sample bottle testing procedure. The resulting ISO cleanliness value, must be documented on the GPP-HC Audit Form (GPP-HC-50) and be at or better than recommended ISO requirements.
7. Parker recommendations, including, but not limited to the addition of select hydraulic filtration components (such as, Kleenvent, In line Particle Counters, etc.), must be followed and documented on the BOM for the GPP warranty to be approved.
8. Parker primary strategy will be to require fluid condition or filter element monitoring with the focus on monitor, detect and alert the end user when action needs to be taken. However, if this strategy is not applied the alternative is to establish a PTS Pro asset integrity management program that will allow the OEM to create and deploy custom inspection/fluid sample maintenance program with their end users. Details available upon request.
9. Customer may be required to provide fluid samples to accompany any warranty claims.
10. GPP warranty qualification strictly on a model-by-model basis.
11. Final warranty is initiated only after all required documents and processes are completed in accordance with the GPP HC warranty program.
12. 36 month extended warranty time period is in accordance with and is the only modification to the Parker Terms of Sales, documented in Parker's Offer of Sale. Warranty commences at date of shipment of components from Parker (direct sale) or from the Parker Distributor (Distributor sale).
13. End user may be required to provide proof of purchase of approved Parker Filter elements and to provide maintenance records/logs to confirm the date of filter element replacement on the equipment/machine.

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