



Campbell Hausfeld is seeking accomplished service shops that are able to respond to our customers' needs quickly and professionally for both warranty and non-warranty repairs.

By becoming an Authorized Service Center for Campbell Hausfeld, you will be given an opportunity to grow your business with the world's leading manufacturer of powered equipment. Premium parts discounts, service work referrals, and the opportunity to buy and sell parts and finished goods are just a few of the advantages you will enjoy as a Campbell Hausfeld Authorized Service Center.

You will also have access to a web site designed just for our authorized service centers so you can place orders and warranties online. On this web site you can also check the status of your previous orders, get price and availability of items and also see the status of previously filed warranty claims.

If your company offers field service repairs, you could be listed as one of our Premier Commercial Service Centers (if qualifications are met). This involves installations, repairing, preventative maintenance, etc. on Campbell Hausfeld commercial series air compressors.

Enclosed is our **Service Center Authorization Packet**. Please take time to review the 3 parts of the application and return it within 30 days.

- Part 1: Program summary and our policies
- Part 2: Service center application and the service center agreement

The completed information can be emailed back to us at ascsales@campbellhausfeld.com.

Should you have any questions about becoming an Authorized Service Center, or about the application process, please feel free to email us at ascsales@campbellhausfeld.com.



AUTHORIZATION PACKET

PART 1

Please read this packet carefully, and keep for your records



Authorized Service Center Program Summary

PRODUCT LINES SERVICED

	Portable¹ Equipment	Stationary Equipment	Air Tools, Nailers, & Staplers	Commercial Equipment
Campbell Hausfeld Product Lines Serviced	Portable equipment (authorized by product line)	Stationary equipment – compressors 30 gallons or larger without wheels	Portable equipment (authorized by product line)	Commercial Equipment – CE7000, CE8000 and Rotary Screw compressors

WARRANTY REIMBURSEMENT & EXPECTATIONS

Warranty labor rates (Each product line may have a different warranty labor rate)	Shop Rate (\$39.00 max) - may vary depending on region	Shop Rate (\$65.00 max) - may vary depending on region	Shop Rate (\$32.00 max) - may vary depending on region	Shop Rate (\$100.00 max) - may vary depending on region
Warranty parts reimbursement	Net price plus 20%	Net price plus 20%	Net price plus 20%	Net price plus 20%
Warranty travel reimbursement (stationary compressors only)	N/A	\$1.25 per mile (100 miles – round trip)	N/A	\$1.25 per mile (100 miles – round trip)
Expected warranty repair time goal from customer notification to completion (Emergency repairs may require same day service)	72 hours	48 hours	72 hours	24 hours

PARTS DISCOUNT ²

Discount percentage	Varies	Varies	Varies	Varies
Prepaid freight terms for parts orders	\$500.00	\$500.00	\$500.00	\$500.00

REQUIREMENTS

Mechanics (full time)	1 to 3	2 to 4	1 to 3	2 to 4
Minimum parts order on non-web orders	\$25.00	\$25.00	\$25.00	\$25.00
Fax machine capability	Yes	Yes	Yes	Yes
Personal computer capability	Yes	Yes	Yes	Yes
Customer accessible service location with signage	Yes	Negotiable	Yes	Negotiable
Service vehicle required	No	Yes	No	Yes
Service center personnel accessible to public during normal business hours (8 AM to 5 PM Monday through Friday & additional hours on Saturday)	Yes	Negotiable	Yes	Negotiable
Maintain a professional, customer friendly business environment that will allow customers to feel secure when entering your facility	Yes	Yes	Yes	Yes

¹ Includes compressors, pressure washers, paint sprayers, and welders

² Please note that net priced items are not subject to your standard discount



Campbell Hausfeld Authorized Service Center Policies

The policies contained in this document reflect some of the basic policies Campbell Hausfeld Authorized Service Centers are required to follow. Campbell Hausfeld requires its Service Centers also adhere to all additional policies, for example, those found in the *USA Authorized Service Center Program*. *Note:* More information on this and other policies and procedures are available in the service center program which you will receive upon acceptance.

Minimum Order Prepaid Freight Policy

Parts orders with a minimum of **\$500 Net** will receive pre-paid freight, to a single shipping location. Finished goods orders (includes air compressors, pressure washers, welders and paint sprayers) with a minimum of **\$2500 Net** will receive pre-paid freight, to a single shipping location.

Warranty Reimbursement Policy

All Authorized Service Center warranty labor rates, warranty parts reimbursement, and parts discounts can be found on the authorized service center program summary. Please evaluate each warranty situation, and verify if it is indeed a manufacturer's defect. Any questions on warranty status should be directed to Product Service at (800) 445-8728 or by email at productservice@campbellhausfeld.com.

Warranty Repair Work Exceeds 75% of Retail Cost of Unit

Service Centers must contact the Product Service Department **before** making any repair that exceeds 75% of the retail cost of the unit. If the repair is approved, an authorization number will be issued by a Product Service Representative. However, after the repair has been completed, the service center must contact the Product Service Department to obtain a Policy Adjustment Form.

Warranty Exception Policy

All warranty claims will be paid according to the guidelines contained in the Warranty Information packet and signed contract. Warranty claims that do not follow these guidelines will not be paid unless a Policy Adjustment Form is acquired from the Product Service Department.

Disposition of Parts

It is critical that all defective parts be held until you receive payment for the Warranty Claim you filed. In some cases, Campbell Hausfeld will request defective parts to be returned for inspection prior to payment.

All air receivers replaced in the field must be destroyed by drilling or cutting holes in the side of the air receiver. To obtain credit for an electric motor replacement, the motor manufacturer decal must be attached to the warranty claim (No Exceptions).



Parts Exchange Program

In the event that you require/desire exchanging parts stock to Campbell Hausfeld, you must first acquire approval and receive a Return Goods Authorization (RGA). These requests should be directed to, and must be approved by the Product Service Representative. Please note the following restrictions.

- **Service Centers may exchange approved parts stock once per calendar year equaling 5% of their parts purchases for that calendar year.** Upon approval and prior to the issuing of the RGA, an order (for parts only) of equal or greater value of the amount requested for credit must be received by Campbell Hausfeld. The 5% limit may be waived if the accompanying order placed by the service center is equal, or greater, to **twice** the net amount of the parts they request to exchange.
- All exchange requests will be evaluated on an individual basis. Please allow 3-4 weeks for evaluation. All exchanges/returns **MUST** be accompanied by original invoice(s).
- All parts authorized by the Product Service Representative for exchange will be inspected upon receipt at Campbell Hausfeld. These items must be in their original, “new” condition and packaging. Obsolete parts, damaged parts, or any part deemed not sellable by Campbell Hausfeld will not be accepted for exchange. **Please note, exchanges may be subject to a 25% restocking fee.** Parts deemed unacceptable will be returned to the Service Center at the Service Center’s expense or destroyed by Campbell Hausfeld if the Service Center approves.
- On all exchanges, it is the shipper’s responsibility to package the items correctly to insure an undamaged return. Damage caused by poor packaging will reduce your credit value. Each part number being returned must be clearly identified on each item(s).
- Campbell Hausfeld is *not* responsible for any freight charges. The Service Center will be responsible for all freight charges, both to and from Campbell Hausfeld. Prepaid freight terms do not apply.
- New finished goods as well as air receivers may not be returned.



AUTHORIZATION PACKET

PART 2

**PLEASE FILL OUT THE FOLLOWING DOCUMENTS AND
RETURN THEM TO CAMPBELL HAUSFELD
WITHIN 30 DAYS**

Email: ascsales@campbellhausfeld.com



AUTHORIZATION CHECKLIST

Please be sure that you have completed the following before returning your documents to Campbell Hausfeld for processing. Authorization cannot and will not be completed without these items.

*****Please allow 2-3 weeks for the decision making process.***

- _____ Completed **SERVICE CENTER APPLICATION**
- _____ Copy of your **STATE TAX EXEMPT CERTIFICATE**
- Note: Service Centers are responsible for all taxes
- _____ Copy of your **W-9 Form**
- _____ Copy of your **GST Certificate** (outside of USA)
- _____ Copy of your **Liability Insurance Policy/Coverage**
- _____ Copy of signed **AUTHORIZED SERVICE CENTER AGREEMENT**
Complete and return page 1 and page 4 of this document
- _____ A **PHOTOGRAPH** of your servicing location, including all signage possible

Completed information can be emailed to ascsales@campbellhausfeld.com

It is important that these items are returned within 30 DAYS of receipt. If Campbell Hausfeld does not receive these documents within 30 days, we will assume your company is no longer interested and remove it from consideration.

Contact Information for Application is:

Phone: (800) 445-8728 Email: ascsales@campbellhausfeld.com
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Service Center Application

Campbell Hausfeld
100 Production Drive
Harrison, OH 45030



Date:

Applicant Information					
Business Name/dba					
Bill to Address					
Bill to City		Bill to ST		Zip	
Foreign Province		Country			
Web Address		E-mail			
Phone		Fax			
Ship to Address (if different)					
Note: If you have multiple Ship to Addresses, please attach listing of store locations					
Company Contacts					
Name	Title	Phone	Mobile	Fax	
What product lines are you interested in Servicing for Campbell Hausfeld?					
<input type="checkbox"/>	Portable Air Compressors	<input type="checkbox"/>	Pressure Washers		
<input type="checkbox"/>	Stationary Air Compressors	<input type="checkbox"/>	Welders		
<input type="checkbox"/>	Commercial Air Compressors	<input type="checkbox"/>	Paint Equipment		
<input type="checkbox"/>	Air Tools	<input type="checkbox"/>	Nailers/Staplers		
Description of Business					
Area business is located	<input type="checkbox"/> Residential	<input type="checkbox"/> Commercial/Industrial	Private Residence	<input type="checkbox"/> Y	<input type="checkbox"/> N
Years in Business	How many Employees	How many mechanics?			
How many years has current owner owned the business					
Are you interested in receiving information from Campbell Hausfeld via email?				<input type="checkbox"/> Y	<input type="checkbox"/> N
Does your business do online warranties with other manufacturers				<input type="checkbox"/> Y	<input type="checkbox"/> N
Does your business do online ordering with other manufacturers				<input type="checkbox"/> Y	<input type="checkbox"/> N
What percentage of the business is devoted to Service?					
Do you service Gasoline Engines?				<input type="checkbox"/> Y	<input type="checkbox"/> N
<input type="checkbox"/>	Briggs & Stratton	<input type="checkbox"/>	Honda	<input type="checkbox"/>	Kohler
<input type="checkbox"/>	Tecumseh	<input type="checkbox"/>	Others list...	<input type="checkbox"/>	Robin
Estimated TOTAL parts inventory					
Estimated Annual Sales					
Are the initial parts stocking requirement a concern				<input type="checkbox"/> Y	<input type="checkbox"/> N
if YES, why					
Posted Labor Rate	Field Service Rate(\$/hr)	Mileage (\$/mi)			
Are you able to perform field service				<input type="checkbox"/> Y	<input type="checkbox"/> N
How many service trucks do you have					
How large an area do you service					
Do you offer same day service				<input type="checkbox"/> Y	<input type="checkbox"/> N
Do you offer 24 hour service				<input type="checkbox"/> Y	<input type="checkbox"/> N
Do you perform or subcontract Air Compressor Installations				<input type="checkbox"/> Y	<input type="checkbox"/> N

Service Center Application

Campbell Hausfeld
100 Production Drive
Harrison, OH 45030



Do you perform or subcontract Electrical Installations	<input type="checkbox"/> Y	<input type="checkbox"/> N
Do you perform or subcontract Plumbing Installations	<input type="checkbox"/> Y	<input type="checkbox"/> N
Does your service shop have a 220-1 phase	<input type="checkbox"/> Y	<input type="checkbox"/> N
Does your service shop have a 230 or 460 3 phase	<input type="checkbox"/> Y	<input type="checkbox"/> N
Do you have a vendor number with any retailers allowing you to charge them for non-warranty repair	<input type="checkbox"/> Y	<input type="checkbox"/> N

Please list other manufacturers you are currently authorized to perform service

Manufacturer	Type of Equipment	# of Years

Please list any retailers that you currently perform service work for (i.e. Home Depot, Tractor Supply, Lowe's, etc.)

Retailer	Store #(s)	City, ST

Do you currently offer free pickup and delivery for any of these retailers	<input type="checkbox"/> Y	<input type="checkbox"/> N
If NO, would you be interested in doing so	<input type="checkbox"/> Y	<input type="checkbox"/> N

Payment Terms

Credit Card Payment terms are required

Documentation Required/Attached --needed for account setup and annually upon request

W-9	Certificate of Insurance, with Campbell Hausfeld listed as additional insured
GST Certificate	Sales Tax Exemption Certificate

Name (PRINT) _____

Signature _____

Title _____

Date _____

SERVICE CENTER AGREEMENT

This Service Center Agreement (the "Agreement") is made as of the _____ day of _____, 20__, by and between CAMPBELL HAUSFELD, LLC, a limited liability company formed under the laws of the State of Delaware, U.S.A., with its principal place of business at 100 Production Drive, Harrison, Ohio 45030 (hereinafter called "C-H") and _____, a (corporation, partnership, sole proprietorship) (circle one) with its principal place of business at _____, _____ (hereinafter called "Service Center".)

WHEREAS:

1. C-H desires to have certain of its products serviced by Service Center, pursuant to the terms and conditions set forth herein, and
2. Service Center is desirous of providing said services for those C-H products as further defined and set forth herein.

NOW, THEREFORE, the parties hereto, in consideration of the premises, agreements and covenants contained herein, and other good and valuable consideration had and received, the receipt and sufficiency of which is hereby confirmed, here agree as follows:

1. APPOINTMENT

Subject to terms and conditions set forth in this Agreement, C-H appoints Service Center as an authorized non-exclusive Service Center for the service and repair of C-H products.

2. TERM

This Agreement will be in effect beginning on the date of execution set forth above. Either party shall have the right to terminate this Agreement without cause at any time by giving the other at least thirty (30) days prior written notice of said termination. This Agreement can be terminated by C-H effective immediately for cause or any breach of the Agreement or for insolvency on the part of Service Center

3. RESPONSIBILITIES OF SERVICE CENTER

A. This Agreement authorizes the Service Center, and Service Center agrees:

- (i) To provide high quality service for Products in accordance with the Factory Authorized Service Center Guidelines (attached hereto and made a part thereof) as may be amended from time to time and at any time by C- H, and in keeping with the provisions of applicable C-H Products warranties, as may be amended from time to time by C-H (the "Services"). Service Center shall perform services and its obligations under this Agreement in conformance with applicable laws, regulations, authoritative pronouncements and the like.

- (ii) To service Products which are not under C-H warranty. In such cases, the customer shall be responsible for Service Center charges. Service Center agrees that all such charges to the customer for work performed on out-of-warranty Products shall be reasonable and fair. In the event C-H deems such charges to be excessive, C-H shall be entitled to immediately terminate this Agreement.
- (iii) To purchase from C-H and sell, or use in performing the Services or otherwise servicing the Products, only genuine C-H replacement parts listed by C-H in its part price list, as may be amended by C-H from time to time and at any time.
- (iv) To maintain adequate inventories of Product repair parts as specified in the Factory Authorized Service Center Guidelines. The rebuilding of any Products shall be done in compliance with applicable laws and regulations, including any applicable Federal Trade Commission Regulations.

B. Service Center further agrees that it shall devote its best efforts and be obligated:

- (i) To maintain necessary facilities, staff, parts inventory and operating procedures to service, repair and maintain Products and otherwise provide the Services set forth herein;
- (ii) To provide financial information and customer reports relating to specific claims as may be requested for review by C-H from time to time; and
- (iii) To comply with C-H's operating policies, including the terms of the Product warranties, and with its sales policies as same may be provided to Service Center from time to time, any or all of which may be modified or terminated by C-H from time to time and at any time.

4. PAYMENT TO SERVICE CENTER. All Products which may require Services hereunder and which fall under the terms of C-H's Product warranties, unless otherwise provided for herein, shall be repaired by the Service Center according to the labor times established by the Factory Authorized Service Center Guidelines and Policies. C-H retains the right to have the Product returned first to C-H for inspection or to repair or to replace the Products, at C-H's option. Any such payment shall not in any way constitute an admission or implication that a product or part is defective or that C-H is liable or responsible for any damage or injury arising from or related to any product or part.

5. TERMS.

A. C-H shall not be liable to Service Center for loss or damage of Products or repair parts that have been shipped F.O.B. origin, freight collect. The adjustment of any claim for shortage or damage in shipment shall be made by the Service Center with said carrier. Products or repair parts shipped F.O.B. Destination, freight prepaid, are the responsibility of C-H until they have reached their destination and adjustment of any claim for shortage or damage in shipment shall be made by C-H.

- B. Service Center agrees to warrant services against defects in material and workmanship for a period of ninety (90) days. This warranty shall be the obligation of the Service Center and is not to be deemed a warranty by or obligation of C-H.
 - C. Service Center shall maintain policies of comprehensive general liability insurance in the amount of \$1,000,000, naming C-H as an additional insured as its interest appears.
 - D. Terms of payment by Service Center for Products and repair parts shall be established and may be modified by C-H from time to time and at any time.
6. **INDEMNIFICATION.** C-H shall not be liable for, and Service Center agrees to defend, indemnify and hold harmless C-H, its agents and employees, from and against any and all claims for loss, liability, or damages arising out of, or in any way connected with, its acts or omissions arising out of the performance or negligence of Service Center under this Agreement. Service Center must immediately notify C-H of any such loss. In the event that a suit is brought against C-H for any such act or omission by Service Center under this Agreement, Service Center agrees, at Service Center's expense, to retain adequate and competent counsel and defend the interests of C-H in said action, and to pay any judgement, together with interest and costs, that may be rendered in said action as the result of said acts, omissions or negligence on the part of Service Center.
7. **ASSIGNMENT.** Service Center shall not assign any or all of its rights or obligations hereunder without the prior written consent of C-H. Any such assignment without C-H's consent shall be void and shall in no event relieve Service Center of responsibility, liability or obligations hereunder.
8. **GOVERNING LAW.** This Agreement is entered into and shall in all respects be construed under the laws of the State of Ohio.
9. **REPURCHASE.** In the event this Agreement is terminated by C-H without cause (and without any breaches by Service Center of this Agreement) within the first year from its effective date, as first above written, C-H will accept within ninety (90) days of said termination of this Agreement for credit for the balance owed to C-H, then a check for the remaining balance, upon verification of purchase from C-H, the Service Center's stock of new non-obsolete repair parts, without cost to the Service Center except for freight charges to return the repair parts, which freight costs shall be the responsibility of Service Center. Notwithstanding anything to the contrary, except as provided in the foregoing in this Section 9, C-H shall in no event have any responsibility or liability to Service Center upon any termination or expiration of this Agreement.
10. **INDEPENDENT CONTRACTOR.** Service Center is an independent contractor and is not the employee, agent, or franchise of C-H, and has no right to assure or incur any obligation or liability on C-H's behalf. Service Center acknowledges that this Agreement does not grant it any right to an exclusive territory, and that C-H reserves the right to appoint other Service Centers in its operating area. Service Center shall be responsible for all taxes relating to its performance under this Agreement.

11. **TRADEMARKS.** Unless otherwise specifically permitted by C-H in writing in advance, C-H grants no right hereunder to Service Center to use its trade names, service marks, trademarks or logo types. Any such permitted use shall be for use of service marks only and Service Center shall, at its sole cost and expense, take whatever steps are necessary within its service territory to file appropriate documents to become a registered user of such marks and shall take no action to otherwise lay claim to or establish ownership rights to said marks.

12. **CONFIDENTIALITY AND NON-DISCLOSURE.** Service Center acknowledges that all information, including, but not limited to, this Agreement, policies, guidelines and reimbursement times and rates, are confidential and propriety to C-H. Service Center agrees to disclose such information only to those employees of Service Centers who need to know such information in any event not to disclose such information to, and to protect the confidentiality of such information from all others. Service Center shall use such information solely in its performance under this Agreement. Upon termination or expiration of this Agreement, Service Center shall return all such information which is in written or tangible form to C-H within ten (10) days after such termination or expiration. This Section 12 shall survive any termination or expiration of this Agreement.

13. **ENTIRE AGREEMENT.** This Agreement contains the entire understanding and agreement between the parties and may not be altered without written consent of both parties hereto. Any notices required or otherwise shall be in writing and shall be effective upon mailing (and postmarked by the U.S. Postal Service) to the address first above set forth, and with respect to notices provided to C-H, address to the attention of Product Service Manager.

14. **EXECUTION AND DELIVERY.** This agreement may be executed in counterparts which when taken together, will be deemed to be one Agreement. Once executed, the Agreement may be delivered by facsimile, and facsimile transmission will be effective as a valid and binding agreement between the parties for all purposes.

IN WITNESS WHEREOF, the parties have duly executed this Agreement on the date first above written.

CAMPBELL HAUSFELD, LLC, a limited liability company
A Delaware Corporation

By: _____
 Title: Service Network Coordinator
 Address: 100 Production Drive
Harrison, Ohio 45030

SERVICE CENTER

By: X _____
 Title: _____
 Address: _____
