



## DOMESTIC LIMITED WARRANTY

### Effective 3/8/2024

This DOMESTIC LIMITED WARRANTY supersedes all previous VRC warranties and is exclusive with no other guarantees or warranties expressed or implied.

For Warranty, service, support, or maintenance questions, call **1-605-716-0061 8:00am to 4:00pm** (Mountain Time) (except for federal and state holidays, and local weather-related cancellations) or by email: [service@vrcmetalsystems.com](mailto:service@vrcmetalsystems.com).

**A. SYSTEMS AND COMPONENTS:**

LIMITED WARRANTY – Subject to the terms and conditions below, VRC Metal Systems, LLC (herein after “VRC”), Box Elder, South Dakota, warrants to its original retail purchaser that new VRC systems and components (herein after “Equipment”) sold after the effective date of this limited warranty is free of defects in material and workmanship at the time of shipment from VRC. ***This warranty is in lieu of all other warranties, express or implied, including the warranties of merchantability and fitness.***

Within the warranty period listed below, VRC will repair or replace any warranted parts or components that fail due to such defects in material or workmanship. VRC must be notified in writing (email) or by telephone within thirty (30) days of such defect or failure, at which time VRC will provide instructions on the warranty claim procedures to be followed. If notification is submitted as an online warranty claim, the claim must include a detailed description of the fault and the troubleshooting steps taken to identify failed components and the cause of their failure.

VRC shall honor warranty claims on warranted cold spray equipment in the event of such a failure within the warranty time periods. All warranty time periods start on the delivery date of the equipment to the original end-user purchaser, and not to exceed twelve (12) months after the equipment is shipped to a Domestic (USA) customer.

1. 1 Year — Parts and Labor.
2. VRC’s Domestic Limited Warranty shall not apply to ***Consumable components and parts that fail due to normal wear*** (as listed under “Not Covered by Warranty”).
3. Items furnished by VRC, but manufactured by others, OEM Purchase Parts such as: robotics, dust collector, down draft etc., will default to the manufacturer’s warranty, if any.

To ensure proper coverage of all warranty claims, each item will be inspected by an authorized VRC repair technician to determine cause of failure, whether by on-site inspection or returning item to VRC for inspection. VRC will pay for all shipping costs. If VRC determines part failed due to defects in material or workmanship, VRC will repair or replace any warranted parts or components that fail due to such defects.

VRC shall not be liable to Buyer for equipment / components that

have been modified or altered from the original configuration (hardware and/or software) by any party other than VRC, or equipment that has been improperly installed, improperly operated, misused, or abused based upon operator’s manual or industry standards or intended use, or equipment which has not had reasonable and necessary maintenance, or equipment which has been used for operation outside of the specifications for the equipment. Buyer shall reimburse VRC for the cost of repair(s) and shipping resulting from such improper use or maintenance. ***Failure to strictly adhere to the contents in this paragraph will nullify and void any warranty. Buyer must contact VRC before attempting any repair, maintenance, or service that would in any way alter or modify any component.***

Not Covered by Warranty	
Part No.	Description
V001152	BORON NITRIDE SLEEVE
V001173	NOZZLE GASKET
V001211	METERING BLOCK
V001213	METERING WHEEL
V001219	THRUST BEARING
V001880 V001881	THERMOCOUPLE
V002199	BRONZE SLEEVE
V002205	SHAFT SEAL
V002366	4.5" WAVE SPRING
V002367	5.375" WAVE SPRING
V002832	HEATING ELEMENT
V003345	FOLLOWER BLOCK ASSEMBLY W/SPRING
V003385	120" HOT GAS HOSE
V003701 V003825 V002208	ISOLATION BALL VALVE, 1/4"
V005570 V005497 V005847	ISOLATION BALL VALVE, 1/8"
V005539	PLUNGER TUBE



METAL SYSTEMS

V005543	PLUNGER TIP
V005436	ASSY, TC, APL HEATER
V005322	SLEEVE, NOZZLE, COPPER
V005173	C-RING, HEATER
V004144 V004267 V001249	CERAMIC INSULATOR (BLOCK & BARREL)
V001245 V003349 V004266 V004321 V001246 V004121 V005335	POWDER INJECTOR TUBE
V002204 V002624 V005171 V005178 V005180 V005231 V005236 V005323 V005324 V005325 V005326 V005327 V005328 V005386	O-RING, SILICONE, EXTREME PRESSURE, HI OR LOW TEMPERATURE
Multiple	ANY INTERNAL HEATER COMPONENT TO INCLUDE INSULATION, MULLITE, OR MICA
Multiple	ANY CUSTOM LENGTH HOT GAS OR POWDER FEED HOSE
Multiple	ALL NOZZLES

***VRC products are intended for purchase and use by commercial/industrial users and persons trained and experienced in the use and maintenance of cold spray processes and equipment.***

In the event of a warranty claim covered by this warranty, the exclusive remedies shall be, at VRC’s sole discretion, to determine the appropriate option: (1) repair; or (2) replacement; or, where authorized in writing by VRC in appropriate cases, (3) the reasonable cost of repair or replacement at an authorized VRC service station; or (4) payment of or credit for the purchase price (less reasonable depreciation based upon actual use) upon return of the goods at customer’s

risk and expense. VRC’s option of repair or replacement will be at VRC Metal Systems, LLC in Box Elder, South Dakota, or at a VRC authorized service facility as determined by VRC. VRC will be responsible for shipping costs and for selecting shipping method. Customers will pay for all expedited shipping costs.

**B. Limitation of Liability**

In addition to what is set forth in the Terms of Purchase and Terms of Use, the following shall apply:

***To the extent permitted by law, the remedies provided herein are the sole and exclusive remedies. All warranties hereunder are expressly limited to the repair or replacement of defective items as set forth herein, in no event shall VRC be liable for direct, indirect, special, incidental, or consequential damages (including loss of profit), whether based on contract, tort or any other legal theory. VRC shall not be responsible for repair or replacement of items which have been subjected to neglect, accident, or improper use, or which have been altered by other than authorized VRC personnel.***

***Any express warranty not provided herein and any implied warranty, guaranty, or representation as to performance, and any remedy for breach of contract tort or any other legal theory which, but for this provision, might arise by implication, operation of law, custom of trade or course of dealing, including any implied warranty of merchantability or fitness for particular purpose, with respect to any and all equipment furnished by VRC is hereby excluded and disclaimed by VRC.***

**C. Jurisdiction and law**

Some states in the U.S.A. do not allow limitations of how long an implied warranty lasts, or the exclusion of incidental, indirect, special or consequential damages, so the above limitation or exclusion may not apply to you. This warranty provides specific legal rights, and other rights may be available, but may vary from state to state.