

ARC™ Guarantee Promotion

ARC™ Extended Warranty

- Milwaukee Cylinder will extend our standard 12-month warranty to 18-months on cylinders with ARC™ Technology.

ARC™ Guarantee:

- Milwaukee Cylinder will guarantee that a cylinder with the ARC™ Technology option will last 25% longer than any non-ARC™ cylinder solutions used in the same application.
- If an ARC™ cylinder does not meet this performance improvement, Milwaukee Cylinder will offer the end-user a \$200 credit towards the purchase of future Milwaukee Cylinder product at retail pricing.
- Eligibility and Specific terms and conditions are listed below.

Eligibility:

- Any cylinder ordered with ARC™ through December 31st, 2021.
- Only cylinders purchased and used in the United States are eligible.
- Cylinders must be purchased (and guarantee redemption) through a participating Milwaukee Cylinder distributor.
- The application must be reviewed, approved, and registered with Milwaukee Cylinder prior to purchase of the cylinder. This allows Milwaukee Cylinder experts to review the application to help ensure the cylinder is being used properly to achieve an extended life performance. Milwaukee Cylinder reserves the right to not approve applications for this Guarantee Promotion.
 - Contact Douglas Lacina at 414-747-8319 or Joe Logue at 414-489-8382 to register

Terms and Conditions:

- The Cylinder must meet the eligibility requirements.
- The Guarantee may not be honored, at Milwaukee Cylinder's sole discretion, if the cylinder was abused, including but not limited to the following conditions:
 - External damage that would affect cylinder performance
 - Cylinder misalignment
 - Side load damage
 - Significant fluid contamination
- The Guarantee may not be honored, at Milwaukee Cylinder's discretion, if the cylinder use and/or operating conditions are different than those described during the registration process.
- Drift at mid-stroke less than the equivalent of 0.009 GPM piston leak-by is not considered a failure. ARC™ uses metal to metal seals and has an expected leak rate at mid-stroke of approximately 0.009 GPM.
- Only 1 Guarantee claim per application.
- Guarantee expires 3 years after cylinder purchase.
- Milwaukee Cylinder may discontinue this program at any time. Registered and approved Guarantees will be honored.

Extended Warranty Claims Process

- Follow the Milwaukee Cylinder standard warranty process. Contact your customer service rep for details.

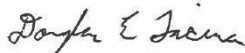
Guarantee Claim Process

- The customer submits a letter to Milwaukee Cylinder detailing and affirming: 1) the life of the previous cylinder, the brand, model number, cylinder specifications, and failure mode; 2) the life and nature of the failure of the ARC™ cylinder; and 3) confirm that the ARC™ cylinder was not abused.
- Distributors processing the \$200 Guarantee Credit claim from the end-user against a Milwaukee Cylinder order will receive \$175 credit from Milwaukee Cylinder (which covers the net cost to a distributor for \$200 retail sales price to the end-user).
- The failed cylinder and/or process may require inspection by Milwaukee Cylinder for claim approval. Milwaukee Cylinder experts may be able to find improvements to the application that can improve cylinder life.

How to Become a Participating Distributor

- Distributor must agree to the Guarantee Claim Process and register their participation with Milwaukee Cylinder.

Douglas Lacina



President
Milwaukee Cylinder



ARC Customer Guarantee Registration Form

Date: _____ Registration Number (Milwaukee Cylinder Completes): _____

Contact Information:

User Company: _____ Location (City, State): _____

Distributor: _____ Distributor Point of Contact: _____

Phone: _____ E-mail: _____

Application Description:

Previous Cylinder:

Brand: _____ Model: _____ Special Features: _____

Life Experienced: _____ Failure Mode: _____

Milwaukee Cylinder Information:

Cylinder Bore Size: _____ Rod Diameter: _____ Stroke: _____ Mount: _____

Special Features: _____

Circuit:

Control Valve: (Circle one) Directional Control Valve/ Proportional/ Servo Type:
Circle one: Pilot operated check valve/ Counterbalance Valve/ None

Operating Conditions:

Operating pressure: _____ Operating Temperature: _____ Rod Speed: _____

Usage (Hours/Day): _____ Fluid Used: _____ Fluid Cleanliness: _____

External Contamination Environment: _____ Any Special Conditions: _____

Time: ARC™ Activated per Cycle: _____ Time of Cycle: _____ Time ARC™ Activated per HR: _____

Max Recirculation Flow: _____ Expected Heat Generation/HR: _____

Heat Management Plan: _____

Guarantee Approved: Yes/No **Milwaukee Cylinder Engineer:** _____

Acknowledgement:

Distributor

User

MC Fill Out
Order Number: