

Limited 5 Year Warranty
Otterbine® Product

WARRANTY: Barebo, Inc 3840 Main Road East, Emmaus Pennsylvania 18049, U.S.A. hereby warrants, subject to the conditions hereinbelow set forth, that should the **OTTERBINE** product prove defective by reason of improper workmanship or materials at any time during the warranty period the Purchaser at retail will be guaranteed that **BAREBO** will repair or replace the said **OTTERBINE** product as may be necessary to restore it to satisfactory operating condition, without any charge for materials or labor necessarily incident to such repair or replacement, provided that:

a) The enclosed Warranty Registration Card should be mailed to **BAREBO** within fifteen (15) days of the original receipt by the Purchaser at retail in order to avoid delays:

b) The **OTTERBINE** product must be delivered or shipped, prepaid, in its original container or a container offering an equal degree of protection, to **BAREBO** or a facility authorized by **BAREBO** to render the said repair or replacement services or, if purchased from an authorized **OTTERBINE** dealer, to such dealer;

c) The **OTTERBINE** product must not have been altered, repaired or serviced by anyone other than **BAREBO**, a service facility authorized by **BAREBO** to render such service, or by an authorized **BAREBO** dealer, and the serial number of the **OTTERBINE** product must not have been removed or altered: and

d) The **OTTERBINE** product must not have been subjected to lightning strikes and other Acts of God, vandalism, freezing-in, accident, misuse or abuse, and must have been installed in conformance with applicable electrical codes (including proper electrical protection), and also installed, operated and maintained in accordance with guidelines in the Owner's Manual shipped with the Otterbine product.

e) The **OTTERBINE** product must be physically inspected on an annual basis to insure the unit, the connector and the power cable are not damaged and are in proper working condition.

No implied warranties of any kind are made by **BAREBO** in connection with this **OTTERBINE** product, and no other warranties, whether expressed or implied, including implied warranties of merchantability and fitness for a particular purpose, shall apply to this **OTTERBINE** product. Should this **OTTERBINE** product prove defective in workmanship or material, the retail Purchaser's sole remedy shall be repair or replacement as is hereinabove expressly provided and, under no circumstances, shall **BAREBO** be liable for any loss, damage or injury, direct or consequential, arising out of the use of, or inability to use, the **OTTERBINE** product, including but not limited to retail Purchaser's cost, loss of profits, goodwill, damages due to loss of product or interruption of service, or personal injuries to Purchaser or any person.

Limited 3 year (moving and related parts)
+ 5 year (non-moving parts) Warranty
Otterbine® Product

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Limited 2 year Warranty
Otterbine® Aerator

WARRANTY: Barebo, Inc 3840 Main Road East, Emmaus Pennsylvania 18049, U.S.A. hereby warrants, subject to the conditions hereinbelow set forth, that should the **OTTERBINE** aerator prove defective by reason of improper workmanship or materials at any time during the warranty period the Purchaser at retail will be guaranteed that **BAREBO** will repair or replace the said **OTTERBINE** aerator as may be necessary to restore it to satisfactory operating condition, without any charge for materials or labor necessarily incident to such repair or replacement, provided that:

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c) The **OTTERBINE** aerator must not have been altered, repaired or serviced by anyone other than **BAREBO**, a service facility authorized by **BAREBO** to render such service, or by an authorized **BAREBO** dealer, and the serial number of the **OTTERBINE** aerator must not have been removed or altered: and

d) The **OTTERBINE** aerator must not have been subjected to lightning strikes and other Acts of God, vandalism, freezing-in, accident, misuse or abuse, and must have been installed in conformance with applicable electrical codes (including proper electrical protection), and also installed, operated and maintained in accordance with guidelines in the Owner's Manual shipped with the Otterbine aerator.

No implied warranties of any kind are made by **BAREBO** in connection with this **OTTERBINE** aerator, and no other warranties, whether expressed or implied, including implied warranties of merchantability and fitness for a particular purpose, shall apply to this **OTTERBINE** aerator. Should this **OTTERBINE** aerator prove defective in workmanship or material, the retail Purchaser's sole remedy shall be repair or replacement as is hereinabove expressly provided and, under no circumstances, shall **BAREBO** be liable for any loss, damage or injury, direct or consequential, arising out of the use of, or inability to use, the **OTTERBINE** aerator, including but not limited to retail Purchaser's cost, loss of profits, goodwill, damages due to loss of product or interruption of service, or personal injuries to Purchaser or any person.

Limited 18 Month Warranty on Unit
Limited 1 Year Warranty on Lights
Otterbine® Product

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Limited 1 Year Warranty
Otterbine® Product

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OTTERBINE WARRANTY REPAIR PROGRAM

WHAT CAN THIS PROGRAM DO FOR YOUR DISTRIBUTORSHIP?

- This program establishes reimbursement allowances to a servicing distributor for repairs made to an Otterbine Aerator during the warranty period.

WHAT IS THE WARRANTY PERIOD AND WHAT TYPES OF REPAIRS CAN BE MADE?

A. **WARRANTY PERIOD:** The warranty period starts on the date of delivery to the end user AS SHOWN ON THE WARRANTY REGISTRATION CARD RETURNED TO OTTERBINE. If no card is returned, the warranty period will begin the day the aerator is shipped from the manufacturer's facility.

B. **WARRANTY REPAIRS:** Warranty repairs are to be any defects in materials or workmanship as defined in the Otterbine Limited Warranty.

ITEMS SPECIFICALLY NOT COVERED UNDER OTTERBINE WARRANTY ARE:

- A. Repairs and/or service calls due to improper electrical installation or physical installation.
- B. Repair of accessory materials not supplied by OTTERBINE, such as fuses or mooring lines.
- C. Removal of aerator for servicing and the subsequent reanchoring.
- D. External damage to power cables, such as mower cuts.
- E. Repairs necessitated by improper maintenance techniques unless such maintenance was performed by OTTERBINE.
- F. Travel allowance or field service calls unless prior authorization is obtained from OTTERBINE.
- G. Repairs necessitated by user neglect or abuse.
- H. Normal wear on the mechanical aerator.
- I. Damage incurred in transit.

WHY SHOULD YOU OBTAIN PRIOR AUTHORIZATION?

OTTERBINE requires that you obtain authorization before doing any warranty service on an OTTERBINE Mechanical Aerator. Any claims that are not authorized prior to repair will not be honored. The method to obtain authorization is explained in the "PROCEDURE" section of this manual.

WHAT ALLOWANCES WILL BE GIVEN UNDER WARRANTY?

A. LABOR: See labor guidelines in this section.

B. PARTS: The cost of replacement parts used in authorized warranty repairs will be allowed at distributor's original purchase cost including any discounts extended to the distributor by BAREBO.

C. FREIGHT: The cost of common carrier freight from the customer's location to the service center or factory will be allowed, provided a paid freight bill accompanies the claim. C.O.D. shipments can be refused. **Note: Warranty will pay freight charges for one way only.**

GETTING A CLAIM PROCESSED:

A. PRIOR AUTHORIZATION-

1. Call Otterbine to obtain warranty repair authorization. Please have the following information when calling.
 - a. Aerator serial number, model, horsepower, and voltage.
 - b. Cable length
 - c. Date aerator was installed and date problem was reported.
 - d. Suspected problem.
2. Otterbine will verify that the unit is under warranty. You will be issued a warranty repair authorization number (or W.R.A. number). Use this number on all paper work associated with the repair of the unit.

B. MAKING THE CLAIM-

1. Fill out the OTTERBINE Warranty Claim Form COMPLETELY. Your claim can NOT be processed unless we have all this information.
2. Send the claim form and the defective parts back to the factory within 30 days from the date the work was authorized.
3. The claim will be verified and a credit will be issued to your account. You will receive a fax confirming the claim was or was not warranty.



Otterbine Barebo, Inc.

Warranty Claim Form

RA Number _____

3840 Main Road East - Emmaus, PA 18049
Voice (610) 965-6018 Fax (610) 965-6050

Date Issued _____

Distributor/Unit Information	Customer/Contact Information
Distributor _____	Contact Name _____
Address _____	Customer _____
City _____ State _____ Zip _____	Address _____
Model Type _____ <small>Ex: Sunburst, Rocket, MR16 Lights, etc...</small>	City _____ State _____ Zip _____
Unit Serial Number _____	Date of Installation _____
P.C.C. Serial Number _____	Date Problem Reported _____
HP _____ Voltage _____ Phase _____	Date of Last Maintenance _____
	Date Unit was Repaired _____

Problem Diagnoses: _____

Parts Claim

Qty	Part Number	Description	Cost

Total Parts Claim \$ _____

Labor Claim _____ (In Quarter Hour Increments) (Ex. 1.5hrs = 6)

Mileage Claim _____ (Round Trip) (75 miles minimum, 500 miles maximum)

Authorized Service Person _____
Print Name Above Sign Name Above Date

Note: * R.A. Number to be issued prior to the repair of the unit.

- * All Claims must be submitted (with parts) no later than 30 days from the repair date.
- * All information on this form must be accurate and complete before any claim will be processed.

OTTERBINE UNIT ANALYSIS REPORT

Date: _____ Date Received: _____ RA# _____

Customer/Dealer: _____ Contact Person: _____

Address: _____ Phone #: _____

_____ Fax #: _____

Model: _____ HP: _____ Voltage: _____ Phase: _____ Serial #: _____

Problem Reported: _____

Integrity: _____

Electrical: Passes High Pot/Megger Test:

(L1-L2): _____ Ohms (L2-L3): _____ Ohms (L1-L2): _____ Ohms

(W) (L1): _____ Amps (R) (L2): _____ Amps (B) (L3): _____ Amps

NOTES: _____

Oil Condition: _____

Passes Pressure Test: Notes: _____

Teardown: _____

Summary: _____

Date Approved: _____ **Approved By:** _____

C-2 FACTORY LABOR ALLOWANCE

(In quarter hour increments)

Ex. 1.5 hours = 6 increments

Bulkhead Connector Replacement.....	8
Pigtail Connector Replacement (splice to Cable).....	2
Splice Power Cable.....	2
Motor Replacement.....	8
Brass Mount Ring (C2-110, qty-6) Replacement.....	3
Start Switch/Capacitor Replacement.....	4
Rewire Motor.....	4
Motor Base Plate (C2-203) Replacement.....	8
Rotary Seal Replacement.....	8
Bearing Replacment - New Motor (never been in service).....	2
Used Motor (From Power Unit).....	10
Impeller Assembly (SNB) Replacement.....	1
Impeller Assembly (Decorative unit) Replacement.....	2
Float Replacement.....	2
Support Arm Replacement.....	2
Power Unit Replacement.....	2
Throat Assembly (SNB) Replacement.....	2
Decorative Pump Chamber Assembly Replacement.....	2
Diffuser Plate Replacement.....	1

Note: All Allowances include time to diagnose the unit. Before proceeding with any warranty repairs, please notify Otterbine. Be prepared with the following onformation:
Model, Serial Number, Running voltage and amperage, and your diagnosis.

AERATOR STARTUP REPORT

CUSTOMER: _____ DISTRIBUTOR: _____
ADDRESS: _____ ADDRESS: _____

PHONE #: _____ PHONE #: _____

PRODUCT INFORMATION:

MODEL OF AERATOR: _____ HP: _____ VOLTAGE: _____ PHASE: _____

SERIAL NUMBER OF UNIT: _____ OPTIONS (CIRCLE INSTALLED):

SCREEN ROCKCOVER
LIGHTS SEQUENCER

SITE INFORMATION:

WATER DEPTH AT AERATOR: _____ (FT) SURFACE ACERAGE: _____ (ACRES)

POWER TRANSFORMER: YES NO TYPE: BUCK BOOST SIZE: _____

PHASE CONVERTER: YES NO TYPE: _____ SIZE: _____

BASIC CONDITION OF WATER: _____

INSTALLATION INFORMATION:

ANCHORING METHOD: MOORING ANCHORS DISTANCE BETWEEN ANCHORS: _____ (FT)

CABLE LENGTH & SIZE (FROM SOURCE TO CONTROL PANEL): _____

CABLE LENGTH & SIZE (FROM CONTROL PANEL TO AERATOR): _____

SUPPLY VOLTAGE PRIOR TO STARTUP: (L1-L2) _____ (L1-L3) _____ (L2-L3) _____

VOLTAGE WITH AERATOR ON: (L1-L2) _____ (L1-L3) _____ (L2-L3) _____

AMPERAGE (2 MINUTE RUN TIME): L1 _____ L2 _____ L3 _____

AMPERAGE (45 MINUTE RUN TIME): L1 _____ L2 _____ L3 _____

NOTES: _____

TOOLS/EQUIPMENT FOR OTTERBINE SERVICE CENTER

QTY	DESCRIPTION
1 SET	Screwdrivers - medium size (flat & phillips)
1 SET	3/8" socket set with following sockets: 1/4", 5/16", 7/16", 1/2", 9/16", 7/8", 15/16", 1"
1SET	Open end wrenches - up to 3/4"
1	Channel lock pliers
1	Needle nose pliers
1	Wire cutters
1	Wire strippers/crimpers
1	Bearing puller
1 SET	Allen wrenches including: 1/8", 5/32", 5/16", 7/32", 3/8"
1	Mallet
1	Putty knife
1	Small funnel
1	Hex nut drivers set including: 1/4", 5/16"
1	Snap ring pliers
1	Small tooth brush
1	Wire brush
1	Machinist scribe with hooked end
1	Capacitance meter
1	Water tub for leakage testing (42"L X 24"W X 24"H)

Electrical supply with test leads capable of delivering 115/230 volts 1ph and 230 volts 3ph. If a high number of 460 volt 3ph units are being serviced, a 460 volt supply is highly recommended.

1 Small air compressor with regulator

!!CAUTION!! The air supply must have an adjustable regulator. Concept 2 units must only be tested at a maximum of 5 PSI. Concept 1 style units may be tested to a 10 PSI maximum.

Optional Equipment

1 Vacuum supply with gauge (to perform C2 leak tests)
1 Megger or High potter

CUSTOM TOOLS SUPPLIED BY OTTERBINE (PART # SS-TOOLS)

QTY	PART NUMBER	DESCRIPTION
1	SS-10	Ceramic seat driver, C1 & C2
1	SS-20	C1 shaft seal driver
1	SS-30	C1 bearing driver
1	SS-C230	C2 bearing driver
6	SS-C260	C2 motor installation bolt
12	GP5011	#10 flat washer
1	SS-C290	C2 motor stand
1	SS-40	C1 motor stand
1	SS-C300	C2 bulkhead installation tool
1	SS-C320	C2 air fitting (oil plug hole)
1	SS-C330	C2 arm brace
1	SS-C340	Torque screwdriver (30 in/lbs)
1	SS-50	350 prop alignment tool
1	SS-C350	C2 MBP & seal installation tool
1	42-0012	C2 oil plug hex key / dipstick
1	41-0076	175 rotary seal spacer tool
1	46-0103	Submersible motor shaft gauge

CONSUMABLE SUPPLIES

NOTE: Vendor's part numbers are given as reference, exact equivalent from an alternate vendor may be substituted. Contact Otterbine if equivalency is questionable.

<u>Description</u>	<u>Use for</u>
Mild soapy water	Leak detection / seal installation
Pac Ease	Seal installation / C2 MBP into S/S housing
Isopropol Alcohol	Cleaning seal surfaces
Loctite 819 Hylomer Gasket Dressing	Install C2 bulkheads
All-purpose grease 630-AA Lubriplate Fiske Bros. Refining	Hold wavey washer in place during assy
RTV Sealant Dow Corning 732	Seal Bunker Pumper housing and C1, 350, 175 motor bolts and bulkheads
Pipe Thread Sealer with TFE Anti Seize Technology	Installing oil plugs in C1, 350, and 175 series
Removable Threadlocker Loctite 242	General use
Silicone Dielectric Compound Otterbine P/N 48-0001	Underwater cable / bulkhead connections
Otterbine oil P/N 667-002-008	2 Gallon jug

Recommended Parts Inventory List for C2

Qty	Part #	Description
2	C2-720	SHAFT SLINGER
1	C2-500	BULKHEAD INSERT
8	10-0004	OIL PLUG W/ O-RING
2	MP2004*10	#10 BOLT
2	28-0003-001*10	#10 SPLIT RING LOCKWASHER
3	GP5011*10	#10 FLAT WASHER
1	C2-203	C2 MOTOR BASE PLATE ASSY.
2	C2-700	HOUSING O-RING
2	C2-100	TOLERANCE RING
2	C2-705	PRELOAD SPRING (WAVEY WASHER)
2	C2-704	ROTARY SEAL
1	C2-113*10	MOTOR BUSHING
1	C2-612	2HP 1PH MOTOR
1	C2-613	3HP 1PH MOTOR
1	C2-635	5HP 3PH MOTOR
1	C2-510*10	GROUND CONTACT
1	15-0017	1HP FRANKLIN CAPACITOR/START SWITCH
1	15-0018	2HP FRANKLIN CAPACITOR/START SWITCH
1	C2-533	3HP CAPACITOR
3	C2-110*10	MOUNTING RING BOLTS
2	C2-503	PIGTAIL CONNECTOR
1	927-004*10	5/16 FLAT WASHER
2	C2-131	DECORATIVE IMPELLER BOLT
2	C2-706	PUMP CHAMBER O-RING
3	C2-112*10	1/4-20 LOCKNUT
1	C2-115	2HP SNB PROP BOLT
1	101-012	3 & 5 HP SNB PROP BOLT
1	EP6301*10	SPLIT RING LOCK WASHER
1	155-422	SLINGER DISC
1	927-009*10	10 FENDER WASHERS
1	C2-809	3 & 5 HP SLINGER SPACER
1	C2-801	1HP SNB IMPELLER
1	C2-802	2HP SNB IMPELLER
1	C2-803	3HP SNB IMPELLER
1	C2-805	5HP SNB IMPELLER
1	106-302*10	10 5/16 HEX BOLTS
1	GP1208*10	10 5/16 LOCK NUTS
5	12-0010	DECORATIVE PUMP CHAMBER HARDWARE KIT
2	S-320	ARM ASSY. HARDWARE KIT
4	C2-MKIT	MAINTENANCE KIT
3	667-002-008	2 GALLON JUG OF OTTERBINE OIL
1	31-0047	30AMP GFI / BREAKER
1	31-0010	LEVITON HIGH CURRENT GFI
1	31-0070	24 HOUR TIMER

SELLING YOUR OTTERBINE SERVICE

Congratulations!! You're now fully qualified to perform Otterbine Service. This gives you the ability to provide excellent customer service, make additional profits for your company, and make you a more valuable asset to your company. According to research, when given good service over 88% of your existing customers will buy more products from you.

One of the biggest hurdles that you will face will be to get your Otterbine customers to identify you and your company as the source for Otterbine service. You'd be surprised at the number of customers who take their Otterbine to electricians, pump, or motor rewind shops for service. The problem with this is that Otterbine aerators are highly specialized machines, their design is a culmination of over 45 years of product development. Not only does it take special tools and training to service the unit, use of non-factory replacement parts can do damage to the aerator exterior. It's very important to know what should be used with the units - for instance the wrong oil can cause the motor to run over 20 degrees (fahrenheit) hotter than specified.

So how are you going to insure that your customers use you as their sole source for Otterbine service? With a little organization it's not as difficult as you might imagine.

First it starts with your sales department actively promoting your factory trained service department as a feature and benefit during their sales presentation. No other aerator manufacturer's service network is as well trained or as closely situated as you, the Otterbine service center. Most other manufacturer's have their customers return their units to their factory (shipping time alone can range from anywhere between 2 days to 2 1/2 weeks - and that does not include servicing the unit.) Local service provides you with a great advantage!

Develop a customer list. The best time to do this is at the time of the sale. Make sure that either the sales or your service department establishes a discipline of maintaining an Otterbine customer list. This will be the basis for your time generated Otterbine service reminder mailings.

Next you should be sure that your business card and personal letter of introduction are included with the unit's owner's manual when the unit is delivered. [Sample letter to follow]

Follow up with the customer one week after delivery of the unit. Insure that the customer has read the owner's manual and that the Otterbine is running properly. Explain your role in warranty and routine maintenance for Otterbine products. This will serve as a powerful re-enforcement that you're a valuable resource for the customer.

Another key to success is to find a local electrician or electrical contractor to be your partner. You refer your customers to this party and they can receive qualified installation service. The electrician looks at Otterbine as a profit center and you as an ally. This can prove invaluable when trouble situations do arise. Some electrical contractors have eventually sold units for their distributors.

Be sure to stock the required parts in your inventory. By doing so you'll receive an additional 15% discount (for orders over \$50.⁰⁰) and will be better able to deliver timely service. Not only do you receive the additional discount but we will waive the standard handling fee. We strive to ship parts in 48 hours, but in fact our average lead time on parts is less than a day.

Lastly you should be doing an annual mailing to each customer on your mailing list reminding them that it is time for annual service and of your role as the factory authorized service center.
[Sample letter to follow]

CONTINUALLY USE YOUR OTTERBINE SERVICE CAPACITY AS A SELLING FEATURE
(To Review:)

- w Insure that your sales department actively promotes Otterbine Service
- w Establish a relationship with a good electrical contractor who will be your ally with installation and in trouble situations.
- w Stock the required parts for service and maintenance.
- w Develop a customer list, this will assist you greatly with future correspondence with your customers:
 - w Include your introduction letter and business card with each owner's manual.
 - w Make a follow up call to each customer one week after delivery.
 - w Send an annual mailer to each customer as a service reminder.

These simple steps will insure that you have one of the best and most profitable service departments possible. Service can be fun and your customers will thank you!!

Date

Dear Otterbine Customer:

Congratulations on your recent purchase of an Otterbine Aerator. This state of the art, water quality management tool is designed to give you years of service if properly maintained. And that's where I can be of service to you!

I'd like to take this opportunity to introduce myself. I am (*your name and title here*) from the (*name of your company here*) and have successfully completed the Otterbine Service Seminar that qualifies me to maintain and repair Otterbine units. The Otterbine unit is a highly specialized machined and requires service from qualified personnel as well as the correct replacement parts. For example use of the wrong oil has resulted in units running over 20 degrees hotter than specified. I'm sure you can imagine the damage that this can do!

We're here to make your life easier. We stock Otterbine parts and can perform warranty or routine Otterbine maintenance on a local basis and in a timely fashion. If you're having site related problems we can make a site analysis or recommend a qualified electrician who is experienced with Otterbine products.

I recommend that once a year you bring your Otterbine aerator in for preventative maintenance and diagnostic checks. As a manager you know the value of preventative maintenance. "An ounce of prevention is worth a pound of cure." This inexpensive check up can head off troubles at the pass and prolong the life of your machinery.

If you've got any questions regarding your Otterbine Aerator and it's use please contact me at:

your number and extension here

your address here

Please let us be your source for authorized Otterbine service and parts.

I'll be calling you in a week to insure that the installation was successful and to answer any questions that you might have. Thank you and be sure to call if I can be of service.

Sincerely,

Your name

Your company name

an Otterbine Service Center

e-mail and website where applicable

(Sample Letter/Annual Service Reminder)

Date

Dear Otterbine Customer:

Many of you have pulled your Otterbine from your pond or lake for winter storage. We want to take a minute and consider the advantages of preventative maintenance for your Otterbine Aerator. With a simple diagnostic check we can help insure a season of trouble-free Otterbine operation and good water quality management.

Our typical check-up program consists of:

Bearing check - worn bearings can be replaced inexpensively before motor failure occurs.

Electrical check - identifies weak motors and connectors while the aerator is out of the water, eliminating frustrations due to peak season failures.

Like every machine the Otterbine can give significantly increased longevity and trouble-free operation by receiving this maintenance. At *your company name here* we are a factory trained, authorized service center who uses factory-authorized parts. We can provide the Otterbine service necessary to ensure a smooth running season.

Take the first step in making next year a year of trouble free, aesthetically pleasing water quality management. Call us today!

Company name

Address

City, State, Zip

Phone: Fax:

E-mail

Website

Sincerely,

Your name

Your company name

Authorized Otterbine Service Center

e-mail and website where applicable