

Potential Warranty Issues

Round 8

8/13/2009

Product Category	Company	Response
Asphalt Restorers		Unaware of any potential warranty issues with this type of product
Electronic Component Cleaners	Advanced Micro Devices (AMD)	Tried to call, but was transferred back and forth from customer care to tech support; sent email to Tech Support asking for any information
	Bel Fuse	Said nobody can answer whether or not biobased cleaners would
	Hughes Circuits, Inc.	Left message on Jeff's voicemail asking for any information he has about warranty issues related to circuit board cleaners
	Intel	Website email: sent a request for information about their knowledge of biobased cleaners for electronic components; Cust. Support stated that Intel doesn't provide comments regarding 3rd party goods and services
	NexLogic Technologies, Inc.	Custom-based component component company; only using older flux cleaners that are specified by customers; didn't know of any biobased cleaners and had not used any; recommended I call the "bigger" companies below
	Sanmina-sci Electronics Manufacturing Services	Sent email to Michael asking for any information from Sanmina about warranty concerns/issues related to using biobased cleaners on their boards
	Selectronics	Emailed the website asking for someone to contact ISU about any information regarding warranty issues that might be related to using biobased cleaners on electronic components
	Simmons Group Ltd.	She wouldn't give her name, but said that all circuit board components are made in SE Asia, and nobody would be able to speak with me about warranty issues or concerns; would not give me her name
	Thomas Instrumentation	Used to use biobased cleaners; now use a rosin-based flux; used to use a "bio- clean" solution for cleaning circuit boards; found reliability issues because if sulfates on board would not wash off with inferior cleaners in a "water-soluble" flux; bad experience so do not use any more
Floor Coverings (Non-Carpet)		There will be no warranty issues associated with this item.
Furniture Cleaners and Protectors	Ashley	Barbara stated she does not know of any warranty issues regarding biobased furniture cleaners/protectors.
	Broyhill	Broyhill does not know of any specific warranty issues.
	Furniture Row	This company did not respond to the multiple attempts to contact them about warranty issues with this item.
	HON	There are no known warranty concerns using biobased furniture cleaners or protectors. HON suggests using mild cleaners first and then moving to harsher cleaners.
	Stanley	A Stanley representative never specified if there were any warranty concerns but did say that any chemicals that would adversely affect the finish of the wood should be avoided.
	Stickley	This company did not respond to the multiple attempts to contact them about warranty issues with this item.
	Thomasville	Thomasville stated that petroleum solvents and cleaners with large amounts of water should be avoided. However, David did not know of any specific warranty issues with biobased furniture cleaners/protectors.
Inks - News	Kerley Inks	Kerley Inks states that all of their inks, as long as properly stored, have a one year guarantee.

Inks - Sheetfed	HECON	Hecon did not have any information regarding warranty issues with biobased sheet-fed inks.
	REA Elektronik, Inc.	Attempted to contact several times via email and phone; several voicemails were left. No information has been received from REA.
	Xerox	An inquiry form was filled out from Xerox's website. Tried to contact by phone, but I got transferred several times to different people, all of which were not aware of any warranty issues.
	HP	Tried to contact HP several times by phone and got transferred to the sales department. Left a message in the general mailbox.
	Nevada Color	Nevada Color does not know of any warranty issues involving biobased sheet-fed inks.
	Label Systems, Inc	Tried to contact Label Systems several times and left several messages. An email was also sent to Bruno Contreras. No response from either has been received yet.
	Newman Printing Company	Spoke with a representative from Newman Printing and they have not heard of any warranty issues involving biobased products.
Pneumatic Equipment Lubricants	Bioblend Renewable Resources, LLC	There is a 30 day limited warranty on their biobased lubricants. Unaware of any warranty issues due to the fact their product is biobased.
	Center Rock, Inc.	Unaware of any warranty provided.
	Control Chemical (1989) Corporation	There is no warranty on their products, but there have not been any issues regarding their biobased product. Most problems rise when the product is used in an incorrect method or completely forgotten all together.
	Ingersoll-Rand	There is a limited 90 day warranty provided and as far as they are aware of there no issues have risen due to products being biobased.
	Panolin America, Inc.	Warranty covers up to 4 to 5 times the oil-change interval of 1500 - 2000 operating hours recommended for mineral oils. However, if a product is used in a manner that could potentially break one of the nine statements of the policy, the warranty is void.
	Prolab Technologies, Inc.	There is a limited warranty policy that is provided in writing on a per case suggestion by the technical sales engineer. The only types of issues that have risen are due to the how long the product will last, and the biodegradability of the product.
	WISE Solutions	A limited warranty is provided but no issues have risen due to the products being biobased.
Wood and Concrete Stains	There will be no warranty issues associated with this item.	