



All products from Gantner Instruments Environment Solutions GmbH have a warranty of 2 years. An extended warranty for 5 or 10 years is available on an optional basis. This warranty is a bring-in-warranty and does not include any "on-site" service. Excluded from this warranty are consumable parts such as memory cards, batteries, plugs, bus connectors and all other similar items. Additionally excluded from the warranty are damages caused by transportation, improper handling, unqualified attempt of repair (as soon as the housing is opened, all warranty conditions expire immediately), mechanical damage, using of improper material and errors caused by improper handling and faulty operation of the CUSTOMER, over voltage (e.g. caused by a strike of lightning) or similar.

**Details about the Bring-In-Warranty:**

- The CUSTOMER is responsible for the replacement for any unit in need of repair under warranty conditions. Shipment costs have to be covered by the CUSTOMER. To shorten the outage time during repair the CUSTOMER can purchase spare parts e.g. for quicker on site exchange.

**The Warranty agreement includes:**

- Two (2) year parts warranty on the product
- Gantner Instruments will repair or replace, at no charge, products or parts of a product that proves to be defective because of improper material or workmanship, under normal use and maintenance
- Gantner Instruments will either repair the product at no charge, using new or refurbished replacement parts
- The repair and material is covered during the warranty period
- Technical hotline for support and troubleshooting
- Accessibility to global field service and partner network for on-site troubleshooting (fees apply)

**Warranty exclusions:**

This warranty does not apply to any costs, repairs, or services for the following:

- Service calls to install or correct the installation of the product; explanation of proper product usage to the buyer.
- Necessary repairs due to other than specified usage.
- Damage resulting from misuse, abuse, accidents, alterations, or improper installation.
- Required corrective work for any repair made by anyone other than a Gantner Instruments authorized service technician.

**How to obtain Warranty service**

To make a claim under this warranty please contact Gantner Instruments. You will be advised whether the reported claim could be qualified as a Warranty claim; in this case please proceed as follows:

The claim must be reported in written form to Gantner Instruments immediately - at the latest however within two (2) weeks - after its first occurrence. The following documents are request by Gantner Instruments in order to handle the claim:

- a copy of the invoice from Gantner Instruments,
- the serial numbers of the products concerned and
- a description of the defect (e.g. photo in case of mechanical defect, measurement results in case of electrical defects).



You will receive an acknowledgement of receipt of the filing of the Warranty claim from Gantner Instruments. Please keep this receipt for any further processing.

Gantner Instruments will check the data provided by CUSTOMER and will decide whether an asserted claim is justified or not and will inform the CUSTOMER accordingly.

In any case, a return of any products will not be accepted unless prior written authorization has been given by Gantner. Any product that is returned to Gantner Instruments for replacement will become the property of Gantner Instruments.

#### **Start of warranty**

The warranty starts with the delivery of the products to the CUSTOMER according to the invoice date ("Actual Delivery Date").

#### **Optional extended duration**

- Extended warranty duration to 5 or 10 years

#### **Notice**

This Warranty is governed by and shall be construed in accordance with German law. Exclusive - including international - place of jurisdiction for any disputes arising from or in connection with the Warranty shall be the courts of Chemnitz/Germany, as far as legally permissible.

Jörg Scholz

Managing Director