

## **R.C. Systems Limited Warranty**

All products are designed and manufactured to the latest internationally recognized standards by R.C. Systems under a Quality Management System that is certified to ISO 9001 standards.

As such, our instruments are warranted under proper use, to the original end-user purchaser, against any defects in materials or workmanship related failures for a period up to 5 years\* from delivery from R.C. Systems to the customer, whichever is less. During this period, R.C. Systems will repair or replace defective parts on an exchange basis.

This warranty does not cover damage caused by accident, abuse abnormal operating conditions or extreme poisoning of the sensor element.

Defective equipment must be returned to R.C. Systems for repair. Before returning materials for repair or replacement, the Customer must obtain a Return Material Authorization number (RMA#) by contacting R.C. Systems in advance; include a detailed report stating the nature of the defect and ship the equipment prepaid to R.C. System's factory. If no detail report is included, R.C. Systems reserves the right to charge an investigative fee (prices available upon request) before any repair or replacement is performed. Returned goods must detail the RMA# clearly on the package.

Service in the field or at the customer's premises is not covered under these warranty terms. Time and travel expenses for on-site warranty services will be charged at R.C. Systems' normal billing rates. Contact R.C. Systems for information on available service contracts.

R.C. Systems shall not be liable for any loss or damage whatsoever or howsoever occasioned which may be a direct or indirect result of the use or operation of the Contract Goods by the Buyer or any Party.

This warranty cover the product and parts sold the Buyer only by authorized distributors, dealers and representatives as appointed by R.C. Systems. This warranty does not cover defects attributable to improper installation, repair by and unauthorized person or the use of unauthorized accessories/ parts on the product. A warranty claim will only be accepted if a proof of purchase is submitted and all conditions obtained within this warranty are met.

R.C. Systems reserves the right to validate any warranty claim prior to processing. Upon acceptance of a warranty claim, R.C. Systems will repair or replace the defective part free of charge. The initial warranty is not extended by virtue of any works carried out thereafter.

Instruments which have been repaired or replaced during the warranty period are warranted for the remainder of the unexpired portion of the original warranty period. R.C. Systems is released from all obligation under its warranty in the even repairs or modifications are made by persons other than its own authorized personnel, unless such work is authorized in writing by R.C. Systems.

R.C. Systems reserves the right to change this policy at any time. Contact R.C. Systems for the most current warranty information.

This warranty excludes sensors, sensor assemblies, batteries and other consumable items.

\*For individual product warranties, see product specification sheet.