

## 2 YEAR Global Warranty Policy

### THANK YOU FOR PURCHASING OUR PRODUCTS!

We take great pride in our quality, value and performance and believe that this product should offer you trouble free operation throughout its lifetime providing you take care to follow the simple instructions in the 'User Guide'.

**QInstruments** warranted for standard products an extended warranty of 2 years - as an expression of their superior quality in terms of functionality, performance, workmanship, durability and safety. For a faster customer service, we recommend a free online device registration after purchasing at [www.qinstruments.com/service](http://www.qinstruments.com/service).

If you do experience any problems with our products there are warranty details listed below and these should be read carefully.

### LIMITED WARRANTY

1. **QInstruments** provides, from the date of purchase, to the original purchaser,

a 24-month limited warranty on all standard products,  
a 12-month limited warranty on special solutions within OEM contracts

This limited warranty covers manufacturing defects in material and workmanship only. At the time of service, the owner will need to be able to provide evidence of date and place of purchase and serial number.

2. **QInstruments** does not cover damage or failure caused by abuse, misuse, faulty installation, improper maintenance, or any repairs not carried out by **QInstruments**.
3. Items which are not covered by warranty are those considered as parts which are prone to failure due to general wear and tear.
4. There will be no obligations or liability on the part of **QInstruments** for consequential damages arising from the use of the product or any indirect damages with respect to loss of property, revenue, or costs for removal, installation, or re-installation.
5. For warranty service the product must be reported to **QInstruments** to receive a unique RAN (returns authorization number) and at that time you will be advised of where to send the faulty product.
6. All shipping charges for returns should be prepaid. If the requested repairs or service are within the terms of this warranty then the item will be returned to you on completion without any charge. The unit must be in its original packaging with any original accessories. **QInstruments** will not be responsible or accept any liabilities for any loss or damage to additional items which are sent with returned product.
7. If the product is not covered under the terms of this warranty **QInstruments** will advise you of the costs to carry out any repairs necessary and the unit will be shipped to you on receipt of payment for the work including the return freight charges.

### MAINTENANCE, CALIBRATION & REPAIR

You are looking for repair services, maintenance or calibration services for your lab instruments?

We are able to offer product repairs, maintenance and/or calibration service which includes a calibration certificate, traceable to national standards. Product calibrations are carried out in a controlled environment in accordance with our Quality Management System.

Please use the online support enquiry form at [www.qinstruments.com/service](http://www.qinstruments.com/service) to describe your tasks in detail. We will make every effort to respond as quickly as possible.

In case of technical problems, we are always happy to be of assistance. Kindly complete our online support enquiry form or contact us via phone [+49 3641 876120](tel:+493641876120) or email [info@qinstruments.com](mailto:info@qinstruments.com).

You can reach us from Monday to Friday during the usual business hours from 9:00 am to 05:00 pm CET/CEST.

