



The original manufacture warranty on your instrument has expired. However, we are pleased to provide you with our 12 month Service Warranty on your instrument, which is renewed each time you return the device for service.

**Service Warranty Policy**

The instrument detailed below is returned to you after Service with a Limited 12 Month Warranty against defects in materials and workmanship, valid from the date of despatch from Valeport’s premises, with the following exclusions, exceptions and limitations:

- 1) Sensors supplied by other manufacturers (including pressure sensors) are only warranted according to the warranty period provided by the original manufacturer (typically 1 year), and are thus excluded from this Warranty.
  - 2) Consumable items (including, but not limited to: batteries, o-rings, zinc anodes and electrolytes) are not covered by warranty.
  - 3) Reasonable wear and tear (as judged by Valeport) is not covered by warranty.
  - 4) Valeport Limited shall be under no liability for any consequential loss or damage of any kind whatsoever.
  - 5) Correctly performed standard maintenance procedures as described in the operating manual will not invalidate the warranty. Failures caused by improper care and handling, or by unskilled or poor quality repair and maintenance attempts are not covered under warranty. Modifications to the original design will invalidate the warranty, insofar as it relates to the modified part.
  - 6) All warranty repairs must be performed by Valeport personnel or their authorized representatives.
  - 7) Valeport Limited is the sole judge of the cause of any failure, and the validity of any warranty claim. Please refer to the “Spirit of the Warranty” section below.
- Goods for warranty assessment should be adequately packed (preferably in the original packing) and returned freight pre-paid to Valeport, complete with a description of the nature of the problem. It is preferable that an RMA (Returns Number) is obtained from us in advance, to allow us to schedule the repair.
  - All warranty claims are assessed on a case-by-case basis. You will be informed as soon as possible as to the validity of the warranty claim.
  - In the event of a valid warranty claim, the goods will be repaired or replaced as appropriate at the sole discretion of Valeport Limited. The repaired / replacement instrument will be returned to you at our cost, using our choice of shipping method.
  - In the event of an invalid warranty claim, you will be informed of any repairs that are necessary, and if acceptable, the instrument will be repaired as if it had been returned for service, with appropriate costs and return freight charges payable by you.
  - Any repairs made under warranty shall have no effect on the duration of the warranty period, i.e. the warranty shall continue as if no fault had occurred.
  - Valeport may, at our discretion, opt to despatch a replacement part for fitting in the field, if it is deemed to be the most appropriate response. In such circumstances, the user will be required to return the faulty part to Valeport (at the user’s cost) for assessment and confirmation that the failure is a valid warranty claim. Failure to return the faulty part, or if the fault is subsequently judged to fall outside the terms of the warranty, shall result in the user being invoiced for the replacement part and freight costs.

**Spirit of the Warranty**

This warranty is offered on the basis that Valeport fully expects the instrument to perform satisfactorily for many years. We have built a reputation on reliability, longevity and quality, and therefore the aim of this warranty is your satisfaction and peace of mind. The “rules” as detailed above are the framework within which we operate our warranty policy, and the minimum that you can expect from us in resolving any warranty issue. However, each case is considered on its own merit, and we may decide that in certain circumstances, alternative arrangements or solutions to a warranty issue are appropriate. Equally, we hope that our customers accept this warranty in the spirit in which it is given, and to respect that whilst our primary concern is always to try and ensure that any issues are resolved as quickly and as satisfactorily as possible, we do also have a responsibility to objectively assess the validity of any warranty claim, and to consider the interests of Valeport Limited in any actions taken.

Matthew Quartley  
Managing Director

Instrument Type.....

Serial Number(s).....

Date of Despatch .....

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