

The original manufacture warranty on your instrument may have 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

Where the Buyer has bought Services under the Contract, the serviced Goods shall have a limited 12-month warranty against defects in materials and workmanship, valid from the date of despatch from the Supplier's premises (both the "Warranty" as applicable). The Warranty is subject to the following exclusions, exceptions and limitations:

- 1) Sensors supplied by other manufacturers (including pressure sensors) are not covered by the Supplier and are only warranted according to the warranty provided by the original manufacturer (typically 1 year).
 - 2) Consumable items (including, but not limited to: batteries, o-rings, zinc anodes and electrolytes) are not covered by the Warranty.
 - 3) Reasonable wear and tear (as judged by the Supplier) is not covered by the Warranty.
 - 4) Subject to clause 10.3 of the Contract the Supplier shall be under no liability for any consequential loss or damage of any kind whatsoever.
 - 5) Failures caused by improper care and handling, or by unskilled or poor-quality maintenance attempts are not covered under the Warranty.
 - 6) Modifications to the original design will invalidate the Warranty, insofar as it relates to the modified part or any knock-on effects of the modification.
 - 7) All repairs to the Goods must be performed by the Supplier's personnel or their authorised representatives.
 - 8) The Supplier is the sole judge of the cause of any failure, and the validity of any Warranty claim. Please refer to "Our Approach" section below.
- In the event of a Warranty claim, please contact the Supplier for an RMA Returns Number prior to shipping the Goods. Failure to do so may result in a delay in the processing of your Warranty claim.
 - Goods for Warranty assessment should be adequately packed (preferably in the original packing) and returned freight pre-paid to the Supplier, complete with a description of the nature of the problem. 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 the Supplier. The repaired / replacement Goods 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 Goods 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.
 - The Supplier may, at its sole 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 Buyer will be required to return the faulty part to the Supplier (at the Buyer'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 Buyer being invoiced for the replacement part and freight costs.

Our Approach

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 reasonably possible, we do also have a responsibility to assess the validity of any Warranty claim in our sole discretion, and to consider the Supplier's interests in any actions taken. 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 are what 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 (in our sole discretion), alternative arrangements or solutions to a Warranty issue are appropriate.



Matthew Quartley
Managing Director

Instrument Type:

Serial Number(s):

Pressure Test: Bar

Date of Despatch: