
Product Warranty

Statement of Limited Product Warranty

What does this Warranty cover?

CTC Analytics AG warrants only that its products comply with CTC Analytics AG specifications.

This warranty covers defects in or failures of the Autosampler and major accessories, such as Agitator, Stack Coolers, or Valve Drives, occurring as a result of normal use or manufacturing defect.

What is NOT covered by this Warranty?

This warranty does not cover defects or failures resulting from damage caused by accident, misuse or abuse, such as:

- Improper or unauthorized service or repair.
- Failure to follow the operating instructions provided by CTC Analytics AG.
- Improper or insufficient ventilation.
- *Force Majeure*: No liability for events beyond its reasonable control, including, but not limited to, fire, storm, flood, earthquake, explosions, riots, strikes, labor disputes, transportation embargoes or other contingencies beyond the control of CTC Analytics AG. (i.e. act of God" or "*Force Majeure*").
- Exposure to corrosive compounds.
- The warranty does not cover parts exposed directly to liquids, such as valves, valve rotors or other valve components, tubing or syringes or any other parts considered consumables and wear parts.

What is the Period of Coverage?

This warranty remains in effect for a period of one year from the date of installation.

What will CTC Analytics do to correct Problems?

CTC Analytics AG is represented by an authorized distributing or OEM partner in a respective country. These partners must be contacted to request technical assistance by phone to diagnose the nature and probable cause of any malfunction. If we determine that the problem is due to a defect in the instrument or a module, any replacement module(s) that has (have) been determined to be necessary to correct the problem will be sent to user's location, shipping costs at previously agreed conditions.

What will CTC Analytics NOT Do?

A service representative will not be sent to perform service at customer's location prior to a determination by the responsible CTC Analytics representative that such is necessary.

Only after telephone support and replacement of any modules sent to user's site have failed to resolve the problem will we send a service representative on site. CTC Analytics AG will not replace "consumable" parts, as explained above.

How can you get Technical Assistance?

To obtain technical assistance, call the responsible CTC Analytics representative from whom the instrument was originally purchased. Please be prepared to provide the serial number of the instrument and discuss the problem in detail, and be willing to perform recommended tests and adjustments to help us determine the probable cause of and solution to the problem.

What must you do to keep the Warranty in Effect?

To keep this warranty in effect, the user must take care to avoid accidents, misuse and abuse, as described above under "What is Not covered by this Warranty?"

The maintenance guidelines outlined in the PAL User Manual must be followed. Preventative Maintenance (PM) or any service or repair task on the instrument must be carried out by CTC Analytics authorized personnel only.

Normal Responsibilities of the Buyer

The user must report any problem with the equipment to the responsible representative of CTC Analytics AG and assist the technical support representative in diagnosing and attempting to resolve the malfunction of the instrument. It is expected that the user will cooperate and will install any replacement parts (modules) that have been sent and will return any exchanges or unused replacement parts to the responsible representative of CTC Analytics AG at previously agreed conditions.

How does the LAW of various Countries or States relate to this Warranty?

This warranty gives you specific legal rights, and you may also have other rights which vary from country to country or from state to state.

How does this Warranty relate to Warranty Statements of various Distributing or OEM Partners?

This warranty statement from CTC Analytics AG gives the user specific legal rights. If the warranty statement from your purchaser, distributor, or OEM is broader, the added value of that warranty will be valid for the user. This, however, is not the responsibility of CTC Analytics AG, but solely that of the particular distributor or OEM partner.