

# SERVICE & WARRANTY POLICIES

## Service & Warranty Policy Manual

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## **SERVICE & WARRANTY POLICIES**

### **NEW INSTRUMENT WARRANTY**

Each instrument manufactured by Emcee Electronics, Inc. is warranted to be free from defects in materials and workmanship for one year from the date of shipping.

Emcee Electronics, Inc. will replace or repair (at its option) any instrument manufactured by Emcee Electronics, Inc. which has been authorized for return by Emcee Electronics, Inc.

All transportation charges will be the responsibility of the customer. Unless otherwise directed, the instrument will be returned to the customer via the same mode of transportation as received.

The liability of Emcee Electronics, Inc. shall be limited to repair or replacement and shall not include installation or any other charge or expense.

This warranty shall not apply to any unit or part which in Emcee's opinion has been installed or used improperly, or has been damaged by accident, misuse or negligence or has been altered or repaired in such a way to impair performance, nor shall it apply to pumps, batteries, belts and other similar items which have a limited life and/or degrade as a function of use, nor shall it apply to normal wear and tear.

This Warranty is in lieu of all other guarantees expressed or implied.

The obligation of Emcee Electronics, Inc. shall be limited to repair or replacement of defective equipment and shall not include consequential or other damage or expense whatsoever.

Emcee Electronics, Inc. reserves the right to make changes in design or construction in its equipment without obligation to install similar changes in equipment already sold.

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## SERVICE & WARRANTY POLICIES

### CALIBRATION SERVICE POLICY

NOTE: THIS PAGE ONLY APPLIES TO THE MICROSEP® AND DIGITAL CONDUCTIVITY METER

A calibration only service is available for Model 1140 Deluxe Microsep® and Model 1152 Conductivity Meter.

The service is limited to instruments requiring only calibration and minor adjustment. Instruments that are not operating properly and require repair or replacement parts will not be covered. If repair is necessary the customer will be contacted and apprised of the additional cost. The customer will be charged the standard repair cost which includes repair and calibration. In the event that the customer does not approve repair, the unit will be returned in "as received" condition and the tear-down and inspection charge will be invoked.

All transportation charges will be the responsibility of the customer. Unless otherwise directed, the instrument will be returned to the customer via the same mode of transportation as received.

The customer will be required to obtain a return authorization number from Customer Service at Emcee Electronics, Inc. prior to the return of the instrument. This number should be displayed on the outside of the container, preferably on the shipping label and included on the shipping documentation sent with the instrument.

If possible, the following information should accompany the instrument:

Return Authorization Number  
Model/Serial Number  
Customer Contact/Telephone Number

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## **SERVICE & WARRANTY POLICIES**

### **STANDARD REPAIR & WARRANTY**

The standard repair cost includes all labor and materials related to the repair and calibration of the instrument. This repair agreement shall not apply to any unit or part which in Emcee's opinion has been installed or used improperly, or has been damaged by accident, misuse or negligence or has been altered or repaired in such a way to impair performance. In this case, the customer will be contacted and apprised of the additional cost. In the event that the customer does not approve the additional repair, the unit will be returned in "as received" condition and the tear-down and inspection charge will be invoked.

All repairs will be warranted for 30 days. The repair warranty will be limited to the previously repaired area as determined by Emcee. The repair warranty will not apply to any instrument that has been damaged by any accident, alteration, misuse, or negligence.

All transportation charges will be the responsibility of the customer. Unless otherwise directed, the instrument will be returned to the customer via the same mode of transportation as received.

A condition of the agreement requires the customer to obtain a return authorization number from Customer Service at Emcee Electronics, Inc. prior to the return of the instrument. This number should be displayed on the outside of the container, preferably on the shipping label and included on the shipping documentation sent with the instrument.

If possible, the following information should accompany the instrument:

Return Authorization Number  
Model/Serial Number  
Brief Description of the Problem  
Customer Contact/Telephone Number

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## **SERVICE & WARRANTY POLICIES**

### **EQUIPMENT LOANER POLICY - MODEL 1140 & MODEL 1152**

NOTE: THIS PAGE ONLY APPLIES TO THE MICROSEP® AND DIGITAL CONDUCTIVITY METER

Emcee Electronics, Inc. will supply loaner instruments for use during a service period on an as-available basis. Emcee requires the customer to pay all freight costs and will ship the loaner instrument freight collect charging the customer's freight account number. Upon receipt of the repaired unit, the customer is expected to return the loaner unit promptly. There is no charge for the first 30 days; however, if the customer's unit has been returned and Emcee's loaner has been retained in excess of 30 days the customer will be billed \$500 per month or any portion thereof for Model 1140s and \$100 for Model 1152s. In addition, the customer will be billed for accessories that are not returned with the instrument.

Loaner equipment can be acquired by contacting Emcee Customer Service at (941) 485-1515.

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## SERVICE & WARRANTY POLICIES

### INSTRUMENT RETURN PROCEDURE

If your instrument exhibits a malfunction which cannot be corrected by the suggested troubleshooting procedures listed in the manual, then the following procedure should be initiated.

Emcee Electronics, Inc. should be contacted and the problem should be discussed with Customer Service at (941) 485-1515.

If the problem is adequately described, the malfunction may be corrected without having to return the unit to the factory. In addition to describing the problem, additional information should be available such as the serial number of the unit; date of purchase; frequency of use; the physical use environment (temperature, humidity, etc.); and other similar information which may identify the source of the problem.

If the problem cannot be field corrected, a return authorization number should be requested by the user and issued by Emcee Electronics, Inc. prior to returning the unit. A standard repair cost has been established for non-warranty repairs of current production instruments and will be quoted when the return authorization number is issued. The return authorization number should be shown on the return documentation and the outside of the package. The return documentation should accompany the instrument and include the serial number, description of problem, a purchase order for repair and a return address. Failure to provide this information will delay repair and subsequent return of the instrument.

The proper address for returned instruments is as follows:

Emcee Electronics, Inc.  
223 South Warfield Ave.  
Venice, FL 34285  
Return Authorization No. \_\_\_\_\_

The instrument, when possible, should be returned in its original shipping container (or similar packaging). This will reduce the possibility of shipping damage which could be misconstrued as customer abuse, necessitating additional charges.

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## **SERVICE & WARRANTY POLICIES**

### **RETURN GOODS POLICY/PROCEDURE**

Shipping damage must be reported by the customer to the carrier. The carrier will inspect the damage prior to any return to Emcee. Emcee Electronics, Inc. must be notified of a shipping discrepancy and/or a manufacturing defect of instruments, spare parts or supplies prior to their return. Contact our Accounting Department at (941) 485-1515 for a return authorization number within 30 days of invoice date to assure credit or replacement. Credit or replacement will not be issued for a returned item(s) which in Emcee's opinion is defective due to customer abuse. If Emcee determines that a discrepancy or manufacturing defect does not exist and according to Emcee's policy the item(s) can be restocked, a 20% charge will be invoked. Credit will not be issued for non-restockable items.

When, at Emcee's discretion, an advance replacement is made prior to the return of the item(s) in question, an invoice will be issued for the replacement item(s). A credit will be issued only after the questionable item(s) has been returned, and Emcee has verified the discrepancy and/or manufacturing defect.

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