

Statement of Warranty

ERWEKA

ERWEKA GmbH warrants to the original end user / customer of its products that all ERWEKA products are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, ERWEKA will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by ERWEKA on an exchange basis and will be either new or refurbished to be functionally equivalent to new.

This limited warranty does not cover any damage to this product that results from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, or modification. This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold.

This limited warranty covers repair, replacement or refund for defective ERWEKA products, as provided above. ERWEKA GmbH is not liable for, and does not cover under warranty, any loss of data or any costs associated with determining the source of system problems or removing, servicing or installing ERWEKA products. This limited warranty applies only to the original end user / customer of the product for so long as the original end user customer owns the product. This limited warranty is non-transferable. This limited warranty includes parts and labour at ERWEKA. Freight costs and travel expenses are not included in the guarantee.

DURATION OF WARRANTY

The warranty on all ERWEKA products is one year. Warranty on computers, printers and thermometers is 6 months. No warranty is given on the load cells for hardness testers and glass ware. The warranty period starts after shipment by ERWEKA.

WARRANTY CLAIM PROCEDURES AND REQUIREMENTS

The warranty is subject to the adherence to the maintenance procedures as defined in the instrument manuals.

To obtain warranty service, please contact your local dealer, who will decide whether to restore the defective unit on-site or whether to return the unit to the ERWEKA service in Langen, Germany.

Please confirm the terms of return prior to returning the product. Typically, please include product identification information, including model / type and serial number with a detailed description of the problem you are experiencing. Also please fill out the clearance certificate prior to sending the products in order to prevent any health or safety issues for our employees

Please also include proof of the date of original purchase as evidence that the product is within the applicable warranty period.

TECHNICAL SUPPORT

If you experience difficulties during the installation or subsequent use of an ERWEKA product please contact your local ERWEKA dealer.

For direct support from ERWEKA please contact service@erweka.com

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