WARRANTY

Aptec Manufactured and/or Supplied Equipment

Equipment purchased from Aptec Engineering Limited has a twelve (12) month return to factory warranty against defects in materials and workmanship provided that the equipment has been used in a proper manner as detailed in the pertinent instruction manual. Repairs or replacements at Aptec's option, will be made without charge at Aptec's factory during the warranty period. Shipping expenses to Aptec are to be paid by the customer, shipping expenses to return the repaired equipment to the customer will be paid by Aptec. If the equipment cannot be repaired by Aptec or if special factory calibration is required the equipment will be exported to the principal and returned at Aptec's expense.

This warranty shall not apply to equipment that has been modified, serviced, or tampered in any way by other than Aptec service personnel, or to failures caused by defective equipment not supplied by Aptec.

If the customer orders equipment directly from one of Aptec's suppliers, the customer must communicate directly with the supplier's plant for service, unless previously agreed upon by the customer and Aptec prior to the original equipment order.

Warranty on Equipment not Represented by Aptec

Although Aptec may frequently supply equipment manufactured by companies we do not represent, the only warranty that shall apply to such equipment, is that warranty offered by the original manufacturer, unless otherwise negotiated at the time of purchase. In most instances, the warranty will not be for a period of 12 months, and notably in this area are such items as computers, teletype machines, printers, plotters, and other peripheral devices. In no case, however, will Aptec assume any liability for such equipment other than to pass on to Aptec's customer whatever warranty is available from the original manufacturer.

Aptec will, upon request, state what warranties are offered by the original manufacturer of specific items.

On-Site Warranty (Option)

The basic Aptec warranty applies to equipment sold by Aptec which is returned to the factory. If equipment must be repaired on-site, the actual repair, labour and parts will be provided at no charge during the warranty period. Travel expenses to and from the customer's site and living expenses while on site will be charged to the customer unless an on-site warranty option has been purchased. This option must be purchased prior to shipment of the equipment to the customer.

The on-site warranty option provides for free on-site warranty work with Aptec paying all travel and living expenses, within the first 60 days after delivery of equipment to the customer. If installation is ordered from Aptec, the 60-day period commences upon completion of the initial installation, otherwise it is 60 days after shipment of the equipment from Aptec to the customer. After the initial 60-day period, labour and materials used on site will be covered by the basic warranty but the customer shall pay for all travel and living expenses incurred for any on-site service.

The price of the 60-day on-site warranty option is $300.00 or 2% of the entire system list price, whichever is greater.

After the 60-day on-site warranty period, or after initial installation of the equipment, an annual on-site maintenance contract may be purchased. This may be contracted through Aptec's Service Department.

Installation of equipment purchased from Aptec shall be the sole responsibility of the customer unless it is specifically contracted for at the prevailing Aptec field service rates. To ensure timely installation at the receipt of the equipment, it is recommended that installation be contracted for at the time the equipment is ordered.

Repairs

Any Aptec supplied instrument no longer in its warranty period may be returned, freight prepaid, to our factory for repair and realignment. When returning instruments for repair, either in-warranty or out of warranty, the customer must contact the factory for shipping instructions and a 'Returned Goods' number (RG). At the same time, it is understood that all correspondence and discussions concerning repairs shall include a complete description of the item, model number, serial number, the original purchase order upon which the unit was supplied as well as the description of the problem.

Out-of-warranty repairs are guaranteed for three months against the same fault.

For instruments out of warranty, the customer must supply a purchase order number for repair before the unit will be returned.

Shipping Damage

Shipments should be carefully examined when received for evidence of damage caused by shipping. If damage is found, immediately notify Aptec and the carrier making delivery, as the carrier is responsible for damage caused in shipment. Carefully preserve all documentation to establish a claim. Aptec will provide all possible assistance in damage claims.

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