

C3000 Warranty Info

TriContinent is an ISO 13485 certified company that operates under a stringent quality assurance program. We design and manufacture our syringe pumps to be the most reliable product available. We stand behind the C3000 with an unconditional **2-year** warranty. During the warranty period, should a C3000 fail for any reason, just call us with an explanation of malfunction and TriContinent will issue a Return Material Authorization (RMA) for repair or replacement free of charge, no questions asked.

Valves for the C3000 have a 1-year unconditional warranty. During the warranty period, should a V series valve fail for any reason, just call us with an explanation of malfunction and TriContinent will issue a Return Material Authorization (RMA) for repair or replacement free of charge, no questions asked.

Syringes for the C3000, with exception to seals, also have a 1-year unconditional warranty. During the warranty period, should a C3000 syringe barrel or plunger fail for any reason, just call us with an explanation of malfunction and TriContinent will issue a Return Material Authorization (RMA) for repair or replacement free of charge, no questions asked.

It is the responsibility of the customer to determine the suitability of an application and the material compatibility of our product with your application.

When returning a product for repair or replacement, please contact TriContinent Customer Service to receive a Return Material Authorization (RMA) number. When calling please be sure to have the following information available:

- Cat#
- Serial number
- Explanation of Manlfuction

TriContinent will not accept the return of any product with out prior approval. TriContinent reserves the right to refuse a return on product that has been used with infectious microbiological or radioactive substances or any other materials that may be deemed hazardous.

The RMA# should be referenced on the outside of the shipping container when returning to TriContinent.