

OEM - LT Pumps Warranty Information

The LT pump products, which includes the pump mechanism, syringe and valve, is a flexible platform allowing selection of design elements coordinated to achieve a pump warranted against any normal performance failure for the life of most instrument applications.

The LT Pump is warranted for the life of the customer's instrument only in applications verified and approved by TriContinent engineering. Complete application parameters must be submitted to TriContinent.

These parameters include, but are not limited to:

- Duty Cycle
- Flow rates
- Peak Backpressures
- All contact fluids

Exclusions

Any changes to the approved application parameters during use of pump.

- If pump is transferred into an instrument in which it was not originally installed.
- Customer does not agree or user fails to adhere to recommended cleaning and operating procedures, based on customer application.
- Unauthorized modifications or service
- Customer misuse
- Pumps returned with inadequate packaging.

Note: For equipment damaged in shipping, contact the shipper directly.

Repairs

During the designed life of the instrument, TriContinent will repair/replace a failed pump. In addition, throughout the initial two years of life of the pump, TriContinent will provide the customer with investigative analysis of the failed pump.

Warranty is limited to the LT pump only. TriContinent is not responsible for any repair/replacement of customer's instrument or accessories.

Returns

A Return Material Authorization (RMA) number must be issued by TriContinent before any products are returned. The RMA number must be referenced on the outside of the shipping box. TriContinent does not accept the return of products for credit/refund without prior approval. Unauthorized returns will be refused. TriContinent reserves the right to refuse any return on any product that has been used with infectious microbiological or radioactive substances or other materials that may be deemed hazardous to the employees of TriContinent.