

# Z-Series 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 **Z-Series pumps** with a **2-year** warranty. During the warranty period, should a **Z-Series pump** fail, just call us with an explanation of malfunction and TriContinent will issue a Return Material Authorization (RMA) for repair or replacement.

It is the responsibility of the customer to determine the suitability of the 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.