

## Washers

### **Workmanship and Materials**

TriContinent Washer products are warranted for two years from date of shipment from TriContinent against defect in materials and workmanship. If notified of defects during the warranty period, TriContinent will, as its option, either repair or replace the product which prove to be defective.

### **Servicing**

A Return Material Authorization (RMA) number must be issued by TriContinent before any products are returned.

DO NOT ship the instrument back for repair until you are advised by TriContinent.

DO NOT attempt to repair the instrument, removing the case from the instrument will void the warranty.

In the event that the product is inoperable, contact TriContinent with full failure details.

When contacting us it is imperative that you have the serial number of the instrument.

When returning an instrument or any part thereof, **IT IS YOUR LEGAL REQUIREMENT** to ensure that all parts are fully **DECONTAMINATED** and that a certificate to verify decontamination is present with the returned instrument.

TriContinent reserves the right to charge a minimum repair charge for products returned for complaints that can not be verified.

### **Exclusions**

Some defects may be an exception to the two year warranty policy. Please contact your Sales Representative or Customer Service for details on your product.

The above warranty shall not apply for defective products resulting from:

Improper or inadequate maintenance by the customer;

Unauthorized modifications or service;

Customer misuse;

Operation outside of the environmental specifications for the product;

or instruments returned with inadequate packaging.

It is the responsibility of the customer to determine the suitability of an application and the material compatibility of the products.

There is no warranty expressed for the following components:

valves;

syringe plungers;

seals.

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