

FAQ No: FAQ-GRP-032

Title: Warranty Statement

24-months, extended warranty to 36-months

Background:

Main instruments manufactured by B+S will be covered by a 24-month limited warranty.

Conditions:

The warranty covers parts, labour and return shipping to the client.

The customer is responsible for returning the instrument to B+S together with a copy of the completed Returns Authorisation Form and the Returns Number should be stated on all relevant documentation.*

The instrument must be returned to B+S in the pre-pack supplied with the instrument when originally sold. Other alternative suitable protective packaging materials can be used, but any damage caused during transit to the instrument will be the sole responsibility of the sender.

Instruments covered by 24-month warranty:

Refractometers	Polarimeters
RFM712-M; RFM732-M; RFM742-M RFM71F; RFM73F; RFM74F	Model D7
RFM330-T; RFM340-T; RFM330-M; RFM340-M; RFM33F; RFM34F: RFM311+ Pro-Juice	ADP400 Series (all derivatives) ADS420; ADS480
RFM960-T; RFM970-T RFM990-AUS32; RFM990-Flow	ADP610; ADP620; ADP622; ADP640; ADP633; ADP650; ADP660
Abbe Mk 5; Abbe 60/DR; Abbe 60/95 Abbe 60/ED; Abbe 60/LR	Sodium Lamp Outfit (excl. Lamp) Spectral Lamp Outfit (excl. Lamp)



Extended warranty to three years (36-months):

The warranty period for the products listed above can be extended by a further 12 months if you register your instrument on-line within 6 months from date of purchase.

Exclusions:

Eclipse, E-line, OPTi, accessories, glass components and other instruments or spare parts not listed above. For details, please see page 2....

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Exclusions to 24-month warranty:

Grant waterbaths:

B+S offer a limited 3-year warranty on parts and labour only, with the customer responsible for all shipping of the instrument to B+S and return costs if applicable

OPTi and OPTi+ digital hand refractometers:

12-month limited warranty. In the event that a fault is found the refractometer will be either repaired or replaced under warranty

Eclipse & E-Line optical hand refractometers:

12-month limited warranty. In the event that a fault is found the refractometer will be either repaired or replaced under warranty

Printers:

12-months as per suppliers limited warranty. In the event that a fault is found the printer will be either repaired or replaced under warranty

Accessories manufactured by B+S:

12-month limited warranty. In the event that a fault is found the accessory will be either repaired or replaced under warranty

Lamps, prisms and glass components:

Excluded from warranty

Refractometer and polarimeter repairs:

6-months limited warranty on parts replaced. In the event that a fault is found the instrument will be repaired under warranty

Spare Parts:

There is no specific time period within the UK/EU for retaining spare parts on discontinued instruments. However, B+S strive to support and supply spares for at least 5 years after a model has been discontinued (dependent on component availability)

*To receive a Returns Authorization Form, please contact our Customer Care Team. customercare.bs.uk@xylem.com. Please return the form prior to returning the goods and ensure that a copy is included in with the shipment. Failure to return the completed form will delay the processing of your warranty claim.

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