

# Terms of Warranty of Accurion GmbH and Accurion Inc.

## 1) *Guarantee:*

Accurion issues a guarantee of **twelve (12) months**.

The warranty for the active vibration isolation products is extended to twenty-four (24) months.

The date of delivery is the appointed starting date for the guarantee period. If an installation or an acceptance test is negotiated, the day of installation or acceptance is the appointed starting date for the guarantee period.

The warranty for the surface analysis products is valid for all components manufactured by Accurion – except the following components/accessories:

The guarantee of light sources are depending on the guarantee of the supplier of the light source and usually related to hours of operation.

The guarantee for spectrometer as well as for UV and IR cameras is limited to the warranty of the supplier.

If the user is ordering third party techniques/accessories, Accurion will forward the supplier warranty and direct such cases to the relevant supplier. This is relevant for independent working accessories like troughs, Raman systems, AFMs, heating chambers/cells, QCMD accessories, external sample handling systems, etc.)

There is no guarantee on consumables and one-time use accessories (like slides, coated or uncoated prisms, light bulbs for XE lamp, etc.)  
Polarization optics are not subject to warranty extensions and therefore excluded from any warranty extension.

Every instrument is equipped with a specific warranty certificate showing all components, accessories with specific warranty times, which Accurion refers to the guarantee terms of the external supplier.

If a warranty extension is ordered, this “Terms of warranty” will apply for the extended time with the above mentioned exceptions for light sources, UV and IR cameras, miscellaneous and third party techniques/accessories.

## 2) *Guarantee repair:*

Accurion, as the manufacturer, guarantees the repair of any defect of the system at Accurion’s expense, including freight costs in any case covered by the guarantee. Accurion will do its best to perform any repair as soon as possible.

Replaced parts have an extended warranty period equivalent to the period of the downtime of the component.

**3) Ordering guarantee service or work:**

If any error or malfunction is noticed by the user, the customer is obliged to provide Accurion with a detailed report thereof including a concise description of the malfunction itself. Accurion will decide on the appropriate action to repair the instrument. The customer is asked to refrain from taking any action before Accurion has replied to the failure report. The customer is also asked to use the RMA procedure, as shown on Accurion's website [www accurion.com](http://www accurion.com).

**4) Defects and damages covered:**

The above guarantee covers all defects caused by failure of a system component or by faulty construction.

The following is not covered by the guarantee:

- Defects caused by improper operation of the instrument, by negligence or by subjecting the instrument to too much strain or physical impact (e.g. by dropping or hitting the instrument).
- Any defect caused by changing or tampering with the system set-up, configuration or construction.
- Breaking any of the seals.
- Damage caused by events beyond control of Accurion (lightning, power failures etc.).
- Interfering with or changing the system software in a manner not explicitly approved by Accurion (e.g. deletion of files, replacement of system drivers, changes to the control software, edition of files) with resulting defects.
- As different software might interfere with the system software, no other software should be installed without prior written approval by Accurion.

Should it become apparent during a repair that a defect was caused by any of the above reason, the customer has to cover the repair costs. Accurion will contact the customer to discuss the charges of a system repair as early as possible and will try to keep the costs as low as possible.

To avoid any misuse, please read the installation and operating manual.

Göttingen, 18<sup>th</sup> of February 2020

Warranty times for external components of surface analysis products, third party techniques and accessories according to the warranty terms of the manufacturer:

<b>External component</b>	<b>Guarantee terms</b>
<b>Light sources</b>	
LED – Hub	1 year or 10.000 hours of operation
LDLS – Laser Driven Light Source EQ-99	1 year or 8.000 hours of operation
XE – lamp	1 year
Solid State Laser: 488nm, 532nm, 658nm	1 year or 10.000 hours of operation
Supercontinuum laser	2 years or 10.000 hours of operation
<b>Camera</b>	
UV Camera	according to supplier: 1 year
NIR camera	according to supplier: 1 year
<b>Miscellaneous</b>	
Spectrometer	according to supplier: 1 year
<b>Third party accessories</b>	
Biolin troughs	according to supplier: 1 year
Heating stages	according to supplier: 1 year
<b>Third party technique/</b>	
AFM	according to supplier: 1 year
Raman	according to supplier: 1 year
QCMD	according to supplier: 1 year

If you do not find your third party component, techniques or accessories, please ask your Accurion contact for details.