



Hettich Centrifuges Limited Warranty Information

Hettich Instruments, LP. (“Hettich”) warrants to the purchaser (“Customer”) that the Hettich product, including but not limited to the centrifuge, accessories and individual components (“Product”) will be free of defects in workmanship and materials for a period of two (2) years from the date of shipment from Hettich. This date can be found on the Customer’s original packing slip or can be provided by Hettich.

Additional years of coverage may also be purchased. Details are available by contacting Hettich directly. The Customer is responsible for learning and following the proper operating procedures for their centrifuge as explained in the ‘Use according to specification’ and ‘Notes on Safety’ sections of the Operating Instructions manual. Failure to adhere to these guidelines may void warranty coverage.

Should a defect with the product occur within the first 100 days of use (defined as 99 days from the date of shipment from Hettich,) Hettich will arrange for the transport of the unit and any necessary accessories from the Customer to and from a Hettich authorized service center.

After this initial 100 days, the responsibility and expense will lie with the Customer to return the product. However, Hettich will pay for the return of the product to the Customer. In both instances, Hettich reserves the right to use the freight carrier and level of service of their choosing. Hettich is not responsible for any delays occurring during transport of the Product.

A limited number of loaner units are available to the Customer while their product is being repaired or in transport and will be made available at the discretion of Hettich.

Once a Return Merchandise Authorization (RMA) number has been assigned by a Hettich representative, the product should be returned to Hettich using only approved packaging material and methods. Approval from Hettich is required before the item is to be returned. Hettich is not responsible for any damage to product or packaging that may occur during transport.

The Customer is responsible for the cleaning and/or decontamination of any unit being returned to Hettich for repair. Furthermore, they are required to obtain and complete a ‘Certificate of Decontamination’ which is to accompany the return shipment.

Parts that do not properly function due to normal ‘wear and tear’ are not covered by this warranty and may be purchased from Hettich. These are defined as any products that are anticipated to be replaced throughout the normal lifespan of the product.

Hettich shall not be liable for the loss of production, throughput or efficiency due to user or equipment error. Unauthorized changes, tampering, or modifications to product will void all warranty coverage.

Furthermore, all repair work must be completed at a Hettich approved service center or by a Hettich authorized technician. Approval can only be granted by Hettich directly.

This limited warranty is not transferable and will not apply to used or resold products.

The warranty is subject to change at the sole discretion of Hettich. The latest version of this warranty is available online at www.hettweb.com/warranty.

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