



nordtest s.r.l.

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NORDTEST WARRANTY TERMS

- A. The instruments sold by Nordtest are guaranteed against defective materials /components and fabrication defects for a period of 12 months from the delivery date (contract BtoB) as explicitly indicated in our quotation (except for different agreement). These warranty terms are not applicable to sale of spare parts and consumables.
- B. The temporal end of the warranty of the entire instrument involves the end of the warranty also for the parts replaced or repaired during the warranty period, independently upon the date when repair/replacement was made.
- C. Only Nordtest and the manufacturer are authorized to perform repairs during the warranty period of the instrument, any other not authorized intervention will void the warranty.
- D. Only the defective parts or components will be replaced or repaired during the warranty period.
- E. The decision to proceed with a reparation or a replacement can be taken exclusively by the manufacturer/the legal representative (Manufacturer/ Nordtest).
- F. The decision to transfer the instrument to the Nordtest headquarters (or to the manufacturer) for the reparation can be performed exclusively by Nordtest, that can ask to the customer the return of the instrument in the original packing to Nordtest workshop to verify and repair the damage. Any transport and customs costs is at the expense of the customer.
- G. The spare parts and the working hours of the technicians **are free** of any charges at Nordtest workshop.
- H. The warranty does not **cover**:
- consumables that need to be changed in relation to the use of the instrument during the warranty period.
 - glass parts
 - damages caused by environmental conditions not compliant with the specifications indicated from the manufacturer.
 - damages caused by unpredictable and accidental events, as for example: fire, flooding, earthquake, meteorological events (for example: lightning), strikes, acts of vandalism, uprising and riots, war, theft.
 - damages caused by improper use, reparation or maintenance done by not authorized personnel or by use of not original materials, damage due to corrosive substances used as cleaning product or as sample to analyze that can ruin the mechanical and electronic parts.
 - damage or malfunction due to the power supply network (black out, sudden change in tension, disturbance, etc.) or interference from other local utilities.

- damage and malfunction caused by change in the computer/ software features, not accidental, but as consequence of a virus attack, of the software's installation, operation system or part of it, that can damage or interfere with the operating system or the manager software of the analyzer; in particular, but not only, viruses introduced by USB support, Ethernet network or other connection systems.
- all damages caused by voluntary action of the customer , his subordinates or the personnel authorized to operate on the instrument and not justifiable with the normal activities or the instructions received or written on the user manual attached to the instrument.

- I. In all above mentioned cases, the warranty is not applicable, independently from the moment when they happen or the importance of the damage. The reparation of such **damage will be invoiced**, based on the current reparation rate of the official Nordtest service price list (working hour, travel expenses, call-out charges) and based on the spare part price list.
- J. Nordtest cannot be charged for possible costs due to the machine downtime.

20/04/15

NORDTEST SRL