
PTI GOLD STANDARD

Safeguard Your Investment with: Instrument Warranty and Services from Photon Technology International



Photon Technology International

Your PTI instrument represents a substantial investment. PTI can help you guard that investment with warranty and service programs. So that you can evaluate the various programs PTI offers, this document provides complete details of the following:

- PTI Standard Instrument Warranty
- PTI Instrument Service
- PTI Extended Warranty Program
- PTI Preventative Maintenance Program

For additional information or a quotation for an Extended Warranty or Preventative Maintenance Contract, call PTI Services at 1-877-784-4349, or e-mail ptiservice@pti-nj.com.

PTI Standard Instrument Warranty

Warranty Period and Extent

1. Photon Technology International (PTI) warrants that its instrument systems will meet stated specifications for a period of one (1) year. The warranty period will start on the date of shipment by PTI. In case of systems that include installation by PTI, the warranty will start from the date of installation or thirty (30) days after the shipping date, whichever is earlier. This warranty is in lieu of all other warranties, expressed or implied, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose. PTI shall not be responsible for any liability, loss or damages, caused or alleged to be caused, by the system, as a result of use or operation including, without limitation, consequential damages and loss of profit

Specific Exclusions and Limitations

2. It is recognized that the performance of consumable items will diminish as a function of use, and that it may be necessary to replace such items to restore the stated specifications. Consumable items (arc lamps, filters, cuvettes, lenses, fiber bundles etc.) are not covered by the warranty.
3. The use of arc lamps not supplied by PTI (or approved in writing by PTI) will void PTI's warranty on all illuminator subsystem components
4. If there is any evidence of physical contact with coated optics (e.g. fingerprints), the warranty on that item will be voided.
5. Optical components are realigned by the customer without specific permission from PTI will no longer be warranted. Please note that the customer is responsible for changing lamps and aligning the lamp after installation. Aligning the lamp will not void the warranty unless other exclusions are applicable (no. 3 and 4).
6. In case of systems that include installation as part of the original purchase, unpacking the instrument by anyone other than PTI personnel may void the warranty or incur extra costs.

7. Moving systems to another site within a facility or to another location will void the PTI warranty. It is recommended that authorized PTI personnel be hired for a one-time service visit when moving a system.
8. Hardware upgrades performed on the PTI computer workstation (e.g., add-in boards) not authorized by PTI will void the warranty.

Warranty Returns

A Return Material Authorization (RMA) Number must be obtained from the PTI Service Department before any items can be shipped to the factory. Returned goods will not be accepted without an RMA Number. All goods returned to the factory for warranty repair should be properly packed to avoid damage and clearly marked with the RMA Number. PTI will incur the shipping fees for warranty returns. There is a minimum fee of \$500.00 USD on no fault found items.

Warranty Repairs

Warranty repairs will be done either at the customer's site or at the PTI plant, at PTI's discretion. All service rendered by PTI will be performed in a professional manner by qualified personnel.

Software

PTI makes no warranties regarding either the satisfactory performance of the software or the fitness of the software for any specific purpose.

PTI Non-Warranty Instrument Service

If your equipment should require servicing, please contact the PTI Service Department. In many cases, service can be expedited by troubleshooting the problem by phone.

A Return Material Authorization (RMA) Number must be obtained from the PTI Service Department before any items can be shipped to the factory. Returned goods will not be accepted without an RMA Number. The customer will bear all shipping charges. All goods returned to the factory for repair should be properly packed to avoid damage and clearly marked with the RMA Number. A minimum charge of \$250.00 USD for evaluation will be charged for all non-warranty returns.

Repairs are warranted for a period of 90 days from the date of repair invoice. Please note that the repair warranty applies only to the repair performance, not the entire instrument. In the event an instrument has been severely damaged or requires an extraordinary amount of servicing, please contact the PTI Service Department for an instrument evaluation and estimate.

Contacting the PTI Service Department

The PTI Service Department operates during the hours of 8:00 AM to 5:00 PM EST, Monday through Friday, excluding locally observed and PTI holidays. During off hours a detailed voice message may be left on PTI's toll-free line at 1-877-784-4349 or a detailed e-mail may be sent to ptiservice@pti-nj.com.

Scheduled Service

Scheduled Service will be performed at PTI's earliest convenience. Contact the Service Department at 1-877-784-4349 or ptiservice@pti-nj.com to request a quotation for on-site service. Be sure to include your system serial number during all communications. A telephone or e-mail response will be issued within 48 hours from original contact.

Emergency Service

Under special circumstances emergency service may be available upon request.

PTI Extended Warranty Program

The PTI Extended Warranty Program provides customers with the assurance of continued system performance over time. This program extends the original PTI instrument warranty terms for PTI manufactured components for one (1) year. Extended warranties may be purchased for a total of two (2) years following the expiration of the original warranty. The price of the Extended Warranty Program is 8% per year of the original purchase price of the system.

A system must be under valid warranty, or a scheduled paid service visit must have been performed, in order to be eligible for an extended warranty contract.

PTI reserves the right to refuse an extended warranty contract.

PTI Preventative Maintenance Program

PTI offers a Preventative Maintenance Program for customers requiring on-site remedial maintenance. For pricing information, contact PTI.

Terms of the Program

The Preventative Maintenance Contract (PMC) will become effective on the date of order receipt at PTI. The PMC will cover a period of one (1) year. The approximate dates of the two Preventative Maintenance visits will be issued upon purchase of the PMC.

Location and Covered Equipment

Services will be furnished only for the equipment specified, and at the location referred to, in the PMC.

Covered Services

The following is included in the fixed price of the PMC:

1. Two (2) on-site service visits will be scheduled at the time of purchase
2. Two (2) free replacement arc lamps (consistent with current arc lamp type) or two illuminator cleanings, where applicable.
3. Work performed during the PMC visit will be warranted for a period of 90 days.

Exclusions

The following are NOT INCLUDED in the PMC:

1. Electrical work external to the instrument, or parts or service to accessories, attachments or devices not specified in the PMC.
2. Parts or service when the equipment has been subjected to accident, neglect, misuse, abuse, failure of electrical power or environmental control, or catastrophic failure, or where the equipment has been modified or repaired, or where attempts to make repairs have been made by anyone other than authorized personnel.
3. Parts or service in the event the equipment is moved from the location stated on the PMC.

Access to Equipment

PTI shall, without cost, have immediate, full and free access to the equipment to be serviced and shall have the use of any other machines, attachments, features, or similar equipment necessary to provide the required service.

Events Beyond the Control of PTI

PTI shall not be responsible for delays or for failure to provide parts or service if the problem is a result of acts by the customer or from causes beyond the control of PTI including but not limited to acts of God, acts of civil or military authority, fires, floods, severe weather, epidemics, war, riots, delays in transportation, or the delay or inability to obtain necessary labor or materials.

Right to Refuse Repair

PTI service personnel shall not be held responsible for failure to provide service per the PMC if working conditions at customer's site are deemed to be hazardous.

Limitation of Liability

PTI's exclusive liability for breach of warranty shall be limited to correcting the defective workmanship and/or repairing or replacing defective parts within ninety (90) days from the date of performance of the work or installation of the parts.

Prices and Payment

The PMC fee is due and payable annually in advance upon order placement with PTI. Any other payment terms must be approved, in writing, by PTI.

Prior Understanding and Amendments

All prior understanding and agreements made between the parties with respect to the instrument to be covered are merged into the PMC, which alone fully and completely expresses the agreement of the parties. The PMC may not be amended, altered, or modified except in writing and signed by both parties.

For additional information or a quotation for an Extended Warranty or Preventative Maintenance Contract contact the service department at 1-877-4349 or PTIService@pti-nj.com or visit our website at www.pti-nj.com



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