



Metrohm USA, Inc.
9250 Camden Field Parkway
Riverview, FL 33578

Metrohm USA Equipment Warranty Terms and Conditions

The equipment listed below is warranted to be free from defects in workmanship and materials for the period stated below, starting from the date of shipment to the original Customer. Any defective equipment will be repaired or replaced at Metrohm USA's discretion.

Warranty Period	Product
10 Years	Metrohm IC Anion Suppressor
3 Years	Metrohm instruments, including Titrators, Ion Chromatographs, Voltameters and Meters
3 Years	Metrohm-Autolab Instruments
3 Years	Metrohm DropSens Products
1 ½ Years	Metrohm NIRSystems Spectroscopy
16 Months	Metrohm Raman
1 Year	B&W Tek Handheld Raman, Portable Raman, and NanoLIBS instruments
1 Year	Analytik Jena Combustion Module
1 Year	Metrohm Process Analytics
1 Year	AirClean Titration Fume Enclosures
1 Year	Brinkmann Bottletop Dispensers
1 Year	Brinkmann Probe Colorimeter
1 Year	Brinkmann Column Heaters

- The above warranties do not cover defects resulting from improper or inadequate maintenance, installation, repair, or calibration performed by Customer or a third party not previously authorized by Metrohm USA.
- Metrohm USA reserves the right to invalidate product warranty in the event the Customer performs the initial installation or relocates the product after its initial manufacturer installation. A product's warranty may be reinstated provided that Metrohm USA verifies, at Customer's expense, that the product is in good operating condition.
- Warranty service performed after the 1st year excludes travel and labor charges. Travel and labor will be charged at published rates for any warranty repairs performed after the 1st year.
- Determination for making the repair onsite versus at a Metrohm USA Service Center will be made by Metrohm USA at time of warranty repair scheduling. Customer will be responsible for shipping and insurance expenses from the equipment location to the Metrohm USA Service Center. Product damage incurred during the shipment to Metrohm USA Service Center is the responsibility of the Customer.
- Warranties shall not apply where the product has been subjected to accident, alteration, misuse, abuse, acts of God, or failure on the part of the customer to ensure proper operation and/or storage.
- Warranty only remains valid on the condition that an annual preventive maintenance service is provided by an authorized Metrohm service company.
- Warranty does not apply to consumable or wearing parts, including but not limited to electrodes, glassware, columns, tubing, pistons, pump seals, and burets. All parts that are in direct contact with chemicals are not covered by this warranty and are considered consumable due to normal wear.
- Electrodes must be inspected upon receipt. Glass breakage that occurs in shipping must be reported to Metrohm USA within 14 days of receipt.
- Ion Chromatography Columns must be inspected within 14 days of receipt for shipping damage. It is the responsibility of the purchaser to determine the suitability of the application and material compatibility of the products based on the published specifications of the column.
- All used and demonstration equipment carries a 1 year warranty when installed by a Metrohm USA Representative. Used and demo instruments not installed by Metrohm USA have a 90 day warranty. This warranty only applies to used and demonstration instruments sold by Metrohm USA. Metrohm USA does not warranty the calibration of any instrument.



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- If a product is purchased in the United States/Canada and moved outside the contiguous United States or the provinces of Canada, the warranty is voided unless agreement is made before original purchase.
- The Metrohm USA warranty is transferrable upon Metrohm USA's receipt of written notification of transfer signed by the original purchaser. Such notification should include the serial number, model number, and the name address and location of transferee. The transferee must agree in writing to Metrohm USA warranty terms. Warranty transfer information should be sent via email to warranty@metrohmusa.com.

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