



Drexelbrook

Sensors, Test & Calibration Business Unit

205 Keith Valley Road, Horsham, PA 19044 U.S.A.

Telephone: 215-674-1234, Fax: 215-674-2731

AMETEK Drexelbrook Standard Warranty Policy

AMETEK Drexelbrook warrants that Products manufactured by Drexelbrook, when delivered, shall be free from defects in material/workmanship. Seller warrants that Services shall be performed in accordance with generally accepted industry practice. Seller's obligations under this warranty shall be limited exclusively to repairing or replacing, at Seller's option, any part of Products which, if properly installed, used and maintained, proved to have been defective in material or workmanship within 1 year from the date of shipment, or reperforming the Services. Seller warrants for a period of 1 year from the date of shipment that software or firmware, when used with Products, shall perform in accordance with Seller's published specifications. Seller makes no warranty, express or implied, that the operations of the software or firmware shall be uninterrupted or error-free, or that functions contained therein shall meet or satisfy the Buyer's intended use/requirements. Buyer shall notify Seller of any defect in the quality or condition of Products (including software/firmware) or Services within 7 days of the date of delivery or performance, unless the defect was not apparent on reasonable inspection, in which case, within 7 days after discovery of the defect. If Buyer does not provide such timely notification, it shall not be entitled to reject Products (including software/firmware) or Services, and Seller shall have no liability for such defect.

B. Seller's warranty obligations shall not apply to Products which (1) have been altered or repaired by someone other than Seller, or (2) have been subjected to misuse, neglect, or improper use or application, or (3) are normally consumed in operation, or (4) have a normal life inherently shorter than the warranty period stated therein.

C. No Products may be returned unless authorized in advance by Seller, and then only upon such conditions to which Seller may agree. Buyer must obtain a Return Material Authorization (RMA) number from Seller prior to any return shipment, and such RMA number must appear on the shipping label and packing slip. Buyer shall be responsible for returned Products until such time as Seller receives the same at its facility, and for all charges for packing, inspection, shipping, transportation or insurance associated with returned Products.

D. This section VI sets forth the exclusive remedies and obligations for claims based upon defects in or nonconformity of Products/Services, whether the claim is in contract, warranty, tort (including negligence of any degree or strict liability) or otherwise. **THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, WHETHER ORAL, WRITTEN, EXPRESS, IMPLIED OR STATUTORY.**

NO IMPLIED OR STATUTORY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY.

Equipment Returns

Any equipment being returned for repair or credit must be pre-approved by the factory. In many applications, sensing elements are exposed to hazardous materials.

- OSHA mandates that our employees be informed and protected from hazardous chemicals.
- Material Safety Data Sheets (MSDS) listing the hazardous materials to which the sensing element has been exposed MUST accompany any repair.
- It is your responsibility to fully disclose all chemicals and decontaminate the sensing element.

To obtain a return authorization (RA#), contact the Service department at 215-674-1234.

Please provide the following information:

- Model Number of Return Equipment
- Serial Number
- Original Purchase Order Number
- Process Materials to which equipment has been exposed
- MSDS sheets for any hazardous materials
- Billing Address

Warranty Information by Product Series

Product Line Name	Warranty
DM231 / DM3X0	12 Months
Dumpstar	12 Months
IntelliPoint	12 Months
Level Mate III	24 Months
MultiPoint	12 Months
DR X400, X500 Series Open Air Radar	36 Months
DR X200 Series Open Air Radar	12 Months
TDR (Impulse, DR2000, DR7100)	12 Months
ThePoint	12 Months
TF-100 Vibrating Level Switch	12 Months
Universal II	12 Months
Universal IV Pro, Lite	12 Months
Universal IV CM	36 Months
USonic / USonic-R	12 Months
VeriGAP	12 Months
Wireless	12 Months
Z-Tron IV	12 Months