

ALTRONIC CONTROL PANEL PRODUCT WARRANTY FORM ACPW-2019

WARRANTY

Altronic control panels, engine control products, digital instruments and associated parts are warranted in normal usage against failure due to defects in workmanship or materials, when installed in accordance with the applicable Altronic installation instructions. The period of warranty for these products, as installed in panels by—and purchased from—Altronic, is as follows:

ALTRONIC 45PHL SERIES PRESSURE SET POINT GAUGES – Six (6) years from the date of sale.

ALTRONIC, LLC – STANDARD PANEL INSTRUMENTS – Four (4) years from the date of sale, for instruments as follows:

DD-40NT series, including all matching power supplies
DD-40NTV series, including all matching power supplies
DE-3000 series, including display module, terminal module, power supply module, and DE-specific relays
DSM series pyrometers
DPYH series pyrometers
DSG series devices
Exacta series, including all control and input/output boards

ALL OTHER ALTRONIC INSTRUMENTS – Two (2) years from date of sale.

OTHER ITEMS AND COMPONENTS – All manufacturers' warranties are extended through Altronic as furnished in writing by the applicable manufacturer.

Damage and failures caused by physical abuse, power supplied outside of specified range, exposure to temperature, pressure, vibration, or atmospheric conditions outside of rated limits, foreign debris introduced into the device, or other misapplication is not covered by this warranty. No product will be covered by this Warranty if its serial number has been deleted or altered in any way.

This warranty specifically excludes the cost of installation, removal, and consequential or concurrent damages. Altronic's sole obligation under this Warranty shall be, at its option, the repair, replacement, exchange credit, or refund of the purchase price of any product or part which is found to be defective upon the prepaid return of said component to Altronic. Components must be returned within 90 days of the occurrence of the defect and must be accompanied by the Altronic-issued RMA number, marked on the shipping container.

Any engineering changes to a panel, including its programming or design, either by an end-user or other third-party, without explicit approval by Altronic, LLC are not covered by this warranty. Request for approval must be completed via an Engineering Change Request (ECR) submitted to the Altronic Panel Engineering Manager. Additionally, warranty considerations specific to any revisions and/or additions to functionality post-Factory Acceptance Test (FAT) are limited exclusively to the product Warranty policy outlined above.

This Warranty is in lieu of all other warranties, expressed or implied.

See next page for Warranty Claim Procedures

Business Unit Engine Applications

Altronic, LLC

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WARRANTY CLAIM PROCEDURES

1. All warranty claims for defective materials must be submitted through Altronic. Call or e-mail Altronic at the contact information below to obtain an RMA number.
2. The product part number and serial number to be returned must be provided to Altronic when obtaining the RMA number.
3. A brief description of the problem experienced with the product is required.
4. The product must be shipped, pre-paid, to Altronic at the address below:

**Altronic, LLC
712 Trumbull Avenue
Girard, OH 44420
Attn: Warranty Department**
5. The RMA number must be marked on the shipment package and accompanying paperwork to Altronic.
6. Multiple items may be sent to Altronic in one package. However, each item must have an individual RMA number.
7. Items return to Altronic without an RMA number will experience delayed processing

Warranted item(s) returned to Altronic must be shipped pre-paid by customer. Return of warranted item(s) to customer will be shipped pre-paid by Altronic.

Immediate replacement items for warranty claim products are not covered by warranty. A customer will be required to purchase a new product if an immediate replacement product is required.

Warranty materials must not be mixed with other types of items (exchange materials, repairs, etc.) in the same shipping carton.

Contacts for Questions: Phone: (330) 545-9768

EMAIL: Altronic.panels@Hoerbiger.com