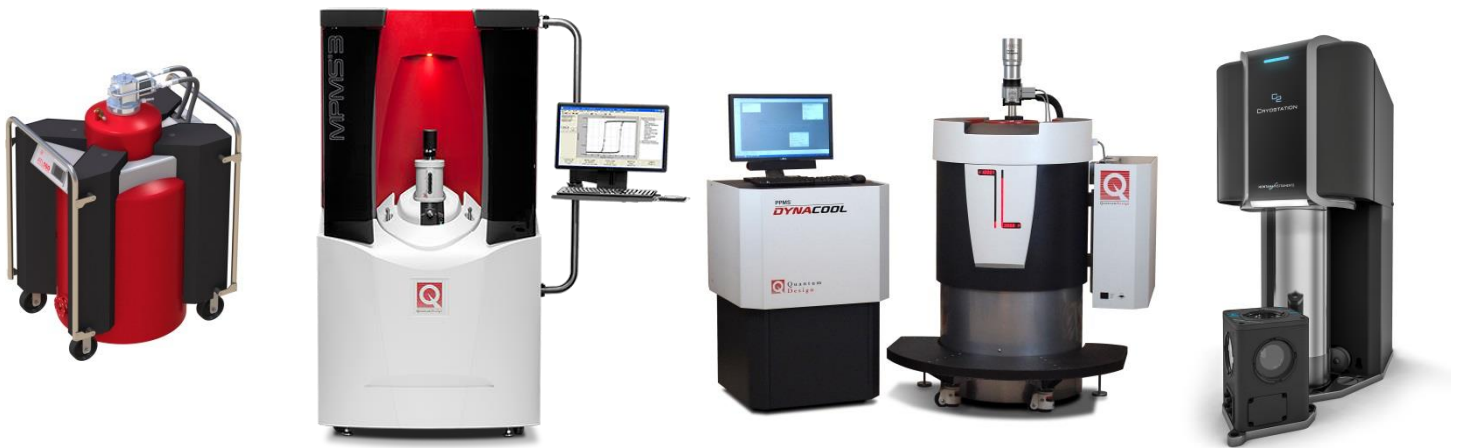




Quantum Design
UK and Ireland

New System Warranty



Terms and conditions for your new system

Systems covered:

- Quantum Design MPMS3 (including Evercool systems)
- Quantum Design PPMS Dynacool
- Quantum Design PPMS (including Evercool II systems)
- ATL160 Helium Liquefiers (including ATP30 purifier and associated components)
- Montana Instruments Cryostation

If you have any warranty questions please contact:

E-mail service@qd-uki.co.uk

Tel: +44 (0)1372 378822



New system warranty

All Quantum Design new systems come with 12 months manufacturer's on-site warranty.

Warranty Terms

General Terms

Quantum Design UK & Ireland Ltd warrants that any of our instrumentation products (models covered listed below) will be free of defects in materials and workmanship that result in failure of the product during normal operation subject to the following terms and conditions:

The product must have been purchased and installed as new from Quantum Design UK & Ireland Ltd.

Systems covered:

- Quantum Design MPMS3 (including Evercool systems)
- Quantum Design PPMS Dynacool
- Quantum Design PPMS (Including Evercool II systems)
- ATL160 Helium Liquefiers (including ATP30 purifier and associated components)
- Montana Instruments Cryostation

Warranty Period

The limited warranty period is 12 months from date of installation acceptance.

Our Warranty (what we include and what we do not)

During the warranty period Quantum Design UK & Ireland Ltd will repair or replace parts at Quantum Design UK & Ireland Ltd's sole discretion.

Any defective parts may be replaced with new or refurbished parts as we determine necessary to achieve proper operation of the system.

Quantum Design UK & Ireland Ltd reserves the right to decide on how the fault is to be rectified. This may include remote access or an onsite engineer visit. No guarantee on time to fix faults is offered and we do not accept any liability for loss of consumables (such as Liquid Helium) or loss of research time due to inoperative system.



Scheduled routine replacement/service (such as oil changes, cold head maintenance, pump seals etc.) of any parts are not included under warranty, although they are covered for defects.

An additional 2 years remote support is included after expiry of the initial 12 month warranty period. This includes remote session fault diagnostics (customer internet connection to instrument required), e-mail and telephone technical support. Any parts or on-site service visits required will be chargeable during this remote support period of the warranty.

Extended warranty and service contracts

Quantum Design UK & Ireland can offer an additional 1 years' extended full on-site warranty on any of the models listed. The price for this is tailored to each individual system and its options. Quotations for extended warranty or service support contracts (see separate brochure "CompleteCare") are on request.

Exclusions

This warranty does not apply to products where:

Damage is caused by abnormal use or conditions, misuse, neglect, abuse, accident, improper handling or storage, exposure to moisture, unauthorised modifications, alterations, or repairs.

Improper use of any electrical source, undue physical or electrical stress, operator error, non-compliance with instructions or other acts which are not the fault of Quantum Design UK & Ireland Ltd, including damage or loss during shipment.

Damage from external causes such as floods, storms, fires, sand, dirt, earthquakes, an Act of God, exposure to excessive sunlight, weather, moisture, heat, or corrosive environments, electrical surges, battery leakage or theft.

Any product that has had its serial number altered, defaced or removed.

Any product that has been purchased second-hand.

Any defect that has occurred after the expiration of the warranty period.



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Contract Law

All contracts are deemed to have been made in the UK and shall be governed in all respects by English law and the English Courts shall have jurisdiction to settle any disputes that may arise out of or in connection with any contract. This contract only applies to systems delivered and installed by Quantum Design UK & Ireland Ltd.