



Quantum Design

UK AND IRELAND

New System Warranty

Terms and conditions for your new system



All Quantum Design UK and Ireland new systems comes with a 12 month manufacturer's onsite warranty.

General Terms

Quantum Design UK and Ireland 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 terms and conditions on the next page.

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)

Purchase

The product must have been purchased new from Quantum Design UK and Ireland.

Warranty Period

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

Coverage (what we include and what we do not)

During the warranty period Quantum Design UK and Ireland will repair or replace parts at Quantum Design UK and Ireland'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 and Ireland 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 any 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.

Extended warranty and service contracts

Quantum Design UK and Ireland can offer an additional 1 years' 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 CompleteCare brochures) are available 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, noncompliance with instructions or other acts which are not the fault of Quantum Design UK and Ireland.
- 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.

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 and Ireland.

Customer: _____ System Serial No: _____

Installation date: _____ Warranty period: _____

Engineer Signature: _____ Date: _____

If you have any warranty questions, please contact:

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

Tel: +44 (0)1372 378822