

3-Year Limited Warranty



The FAST ComTec warranty remains in effect for three years from the date of the first purchase.

WHO IS PROTECTED BY THIS WARRANTY

This FAST ComTec warranty protects the original owner only and is nontransferable to subsequent owners.

Covered items are FAST ComTec units, purchased from FAST ComTec or one of its authorized distributors. A copy of the original, dated bill of sale must be presented whenever warranty service is required.

WHAT IS COVERED BY THIS WARRANTY

Except as specified below, the FAST ComTec warranty covers all all types of FAST ComTec multiscalers, FAST ComTec multiparameter systems, FAST ComTec photon counters, FAST ComTec multichannel analyzers and FAST ComTec NIM-BINs from defects in material and workmanship. The FAST ComTec warranty also covers the cost of shipping out on returned merchandise.

The following are not covered:

Damage caused by accident, misuses, abuse, product modification or neglect; damage occurring during shipment; damage resulting from the performance of repairs by someone not authorized by FAST ComTec to provide repairs; damage caused by installation of parts that do not conform to FAST ComTec specifications; units not used for their intended purpose; any claims made based on misrepresentations of the seller and costs associated with installation of the unit.

FAST ComTecs' liability is limited to the repair or the replacement, at our option, of any defective single model and shall not include incidental or consequential damages.

THIS LIMITED WARRANTY IS EXCLUSIVELY AND EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES (EXCEPT TITLE), WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. FAST COMTEC SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

TO OBTAIN WARRANTY SERVICES:

If you require warranty service, please contact the Customer Service Department of FAST ComTec at +49 89 665180-0 in Germany, during regular business hours, for information, a valid RMA-Number on returning the defective unit and obtaining service. Please have the serial number and the proof of purchase ready before calling.

DO NOT RETURN PRODUCTS TO FAST COMTEC WITHOUT PRIOR AUTHORIZATION FROM CUSTOMER SERVICE.

Correspondence on warranty matters should be directed to:

FAST ComTec Communication Technology GmbH, Customer Service, Grünwalder Weg 28A, 82041 Oberhaching, Germany.