

**ALTRONIC CONTROLS PRODUCT WARRANTY
FORM ACW-2012**



WARRANTY

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

Compression Technology

Altronic, LLC

2350 Crist Road, Suite 100
Garland, Texas 75040 USA
Phone (972) 494-0522
FAX (972) 530-7216
sales.altronic.garland@hoerbiger.com
www.altronic-llc.com

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 Controls as furnished in writing by the applicable manufacturer.

Damage caused by physical abuse, improper voltage application, exposure to excess temperature, pressure, or moisture conditions, foreign debris introduced into the device by any means, or 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, consequential, or concurrent damages. Altronic Control'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 Controls. Components must be returned within 90 days of the occurrence of the defect and must be accompanied the Altronic Controls-issued RMA number, marked on the shipping container.

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

See next page for Warranty Claim Procedures.



WARRANTY CLAIM PROCEDURES

1. All warranty claims for defective materials must be submitted through Altronic Controls. Call or e-mail Altronic Controls 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 Controls 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 Controls at the address below:

Altronic Controls
2350 Crist Road, Suite 1000
Garland, TX 75040
Attn: Warranty Department

5. The RMA number must be marked on the shipment package and accompanying paperwork to Altronic Controls.
6. Multiple items may be sent to Altronic Controls in one package. However, each item must have an individual RMA number.
7. Items return to Altronic Controls without an RMA number will experience delayed processing

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

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: (972) 494-0522

Eric.Baska@Hoerbiger.com
Babs.Temple@Hoerbiger.com
Tony.Wornick@Hoerbiger.com