

SPECTRE CORPORATION

7912 ROOT ROAD, SUITE C/D
NORTH RIDGEVILLE, OH 44039

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SPECTRE CORPORATION WARRANTY AND REPAIR POLICY

ALL SPECTRE PRODUCTS ARE WARRANTED TO BE FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF ONE YEAR FROM THE DATE OF SHIPMENT. THE WARRANTY DOES NOT COVER OVERPRESSURE OF THE UNIT, ABUSE, OR CUSTOMER MODIFICATIONS TO THE DEVICE INCLUDING BUT NOT LIMITED TO ELECTRICAL OVERLOAD.

IF SPECTRE DETERMINES THAT ANY PRODUCT DOES NOT CONFORM TO FORGOING WARRANTY; PURCHASER'S SOLE REMEDY AND SPECTRE'S ENTIRE LIABILITY FOR BREACH OF THE WARRANTY SHALL BE THE REPAIR OR REPLACEMENT AT SPECTRE'S DISCRETION. IF SPECTRE DETERMINES THAT NEITHER IS COMMERCIALY FEASIBLE, A REFUND OF THE PURCHASE PRICE WILL BE MADE FOR THE PRODUCT.

WHERE TRANSDUCERS ARE MANUFACTURED WITH TITANIUM OR INCONEL WETTED PARTS, THE CORROSION RESISTANCE WARRANTY WILL BE 5 YEARS FROM DATE OF SHIPMENT.

FOR ANY WARRANTY CLAIMS, PLEASE REFER TO THE FOLLOWING PROCEDURE:

I SPECTRE REPAIR POLICY

ALL RETURN REQUESTS, REGARDLESS OF WARRANTY STATUS, REQUIRE A FACTORY-ISSUED RMA (RETURNED MATERIAL AUTHORIZATION) NUMBER. PLEASE BE PREPARED TO SUPPLY THE FOLLOWING INFORMATION TO OBTAIN AN RMA NUMBER:

- A. PROVIDE INFORMATION AS TO THE NATURE OF THE APPLICATION AND REASON FOR THE RETURN REQUEST.
- B. PURCHASE ORDER TO COVER THE COST OF ANY REPAIR CHARGES

II PRICING STRUCTURE AND DEFINITIONS OF OFFERED PROCEDURES:

- A. **EVALUATION:** THE PROCESS BY WHICH THE REPAIR DEPARTMENT WILL RECORD THE UNIT'S INCOMING DATA RUN AND VERIFY IF THE UNIT MEETS SPECIFICATION. THE CHARGE FOR EVALUATION IS \$75.00. THE EVALUATION FEE IS WAIVED IF THE UNIT IS UNDER WARRANTY OR CREDITED TO THE COST OF REPAIR OR REPLACEMENT IF NOT UNDER WARRANTY. IF NO DEFECT IS FOUND, THE \$75.00 EVALUATION CHARGE WILL APPLY TO COVER LABOR COSTS.
- B. **CERTIFICATE OF CALIBRATION:** REPRESENTS A 6 POINT RUN TRACEABLE TO NIST STANDARDS. THE CHARGE FOR A CERTIFICATE OF CALIBRATION IS \$85.00.
- C. **REPAIR:** THE PROCESS OF REWORKING THE EXISTING UNIT TO STANDARD SPECIFICATIONS. THE CHARGE FOR REPAIR IS 60% OF THE LIST PRICE OF A NEW UNIT. THIS CHARGE INCLUDES A CALIBRATION RECORD REPRESENTING A 3 POINT RUN.
- D. **ALL REPAIRS ARE SUBJECT TO BOTH INBOUND AND OUTBOUND FREIGHT CHARGES.**

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III REPAIRS WARRANTY

SPECTRE WARRANTS ITS REPAIRS TO THE ORIGINAL CONSUMER/PURCHASER AGAINST DEFECTS IN MATERIALS AND WORKMANSHIP FOR A PERIOD OF 90 DAYS FROM THE DATE OF RETURN SHIPMENT FROM SPECTRE, AS SHOWN IN ITS SHIPPING DOCUMENTS. WITHOUT CHARGE, SPECTRE WILL REPAIR OR REPLACE PRODUCTS FOUND TO BE DEFECTIVE IN MATERIALS OR WORKMANSHIP WITHIN THE WARRANTY PERIOD AND ARE SUBJECT TO THE FOLLOWING CONDITIONS:

- A. THE PRODUCT HAS NOT BEEN SUBJECTED TO ABUSE, NEGLIGENCE, ACCIDENT, INCORRECT WIRING, IMPROPER INSTALLATION OR SERVICING, OR USE IN VIOLATION OF INSTRUCTIONS FURNISHED BY SPECTRE.
- B. AS TO ANY PRIOR DEFECT IN MATERIALS OR WORKMANSHIP COVERED BY THIS WARRANTY, THE PRODUCT HAS NOT BEEN REPAIRED OR ALTERED BY ANYONE EXCEPT SPECTRE OR ITS AUTHORIZED SERVICE AGENCIES.
- C. THE SERIAL NUMBER HAS NOT BEEN REMOVED, DEFACED OR OTHERWISE CHANGED.
- D. IF EXAMINATION DISCLOSES, IN THE JUDGMENT OF SPECTRE, A DEFECT IN MATERIALS OR WORKMANSHIP UNDER THE CONDITION THAT IT DEVELOPED UNDER NORMAL INSTALLATION, USE AND SERVICE.
- E. SPECTRE IS NOTIFIED IN ADVANCE OF, AND APPROVES, THE RETURN AND THE PRODUCTS ARE RETURNED TO SPECTRE TRANSPORTATION PREPAID.

THIS WARRANTY IS SPECTRE'S ONLY WARRANTY AND IS IN LIEU OF ANY OTHER WARRANTY EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS. NO REPRESENTATIVE OR PERSON IS AUTHORIZED TO OFFER ANY OTHER WARRANTY OR TO ASSUME FOR SPECTRE ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF ITS PRODUCTS. SPECTRE DOES NOT ASSUME THE COSTS OF REMOVAL AND/OR INSTALLATION OF THE PRODUCT OR ANY OTHER INCIDENTAL COSTS WHICH MAY ARISE AS A RESULT OF ANY DEFECT IN MATERIALS OR WORKMANSHIP, NOR WILL SPECTRE BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OR INSTALLATION OF ITS PRODUCT.