



Deluxe (Full Satisfaction) Warranty for Summit Technology Products

Summit Technology warrants its products to be free of defect in design and manufacture during the Deluxe Warranty period. Any defect or failure of the product that occurs during the Deluxe Warranty period that is due to a defect in design or manufacture will be repaired by Summit Technology at no cost of material or labor to the customer. If for some reason, Summit Technology is not able to rectify the defect in a reasonable time, the product may be returned for a refund of the purchase price paid to Summit Technology, pro-rated over a five year timeframe from the date of purchase. Summit Technology cannot be held responsible for expenses or lost opportunities that the customer experiences due to a defect or failure of product.

The Initial Deluxe Warranty covers the analyzer, all probes, adapters, carrying cases, and other optional items purchased with the analyzer from Summit Technology. Replacement of failed batteries is also included in our Deluxe Warranty (except for the PS4000).

Our Deluxe Warranty also covers free upgrades of firmware and software for its products in order to obtain the newest features and improvements to the product as well as to correct defects. While the warranty is in force, the customer may obtain firmware and software upgrades via the Internet. If the upgrade requires new manuals that are available, they will be provided by Summit Technology free of charge, via download.

Our Deluxe Warranty also covers one free calibration of the analyzer and its probes per year. The initial calibration of the product counts as one of the included calibrations. The calibration will be performed at Summit Technology's designated facility. A basic Calibration Certificate is included in the warranty price. If test measurements before and/or after the calibration are desired with the Calibration Certificate, there is an additional charge (the relevant products to order are CALCERTB, for measurements before calibration, and CALCERTA, for measurements after calibration).

The Initial Deluxe Warranty period for our products is 12 months from date of purchase. This Initial Deluxe Warranty can be extended an additional 1 or 2 years by purchasing an Extended Deluxe Warranty (e.g. WAR1, WAR2, WAR41, WAR42, WAR51, WAR52) **at the time of purchase**. Therefore the Initial Deluxe Warranty can last up to 3 years after purchase. Our Deluxe warranties can be extended beyond the Initial Deluxe Warranty coverage period prior to their expiration at the sole discretion of and at the price set by Summit Technology. The benefits of an Extended Deluxe Warranty after the Initial Deluxe Warranty period has ended are the same as for the Initial Deluxe Warranty except it only covers the analyzer (e.g. probes, cases, and accessories are not covered). However, the included free calibration still includes calibrating one set of current probes with the analyzer.

If our Deluxe Warranty expires, you can usually reinstate your warranty for a year or two with a Reinstated Deluxe Warranty. The Reinstated Deluxe warranty offers the same coverage as the Extended Deluxe Warranties except it does not include return shipping. RWAR1, RWAR41, and RWAR51 include one year of coverage and on free calibration, whereas RWAR2, RWAR42, and RWAR52 include two years of coverage and two free calibrations over the length of the Reinstated Deluxe Warranty.

Items that are returned for repair, adjustment, or upgrade under warranty must be accompanied by an RMA (Returned Material Authorization) form that includes an RMA number. The RMA form and RMA number are obtained from Summit Technology. Returned material is to be shipped to Summit Technology at the customer's expense. Summit Technology will return the material using the shipment method of its choice at its expense to destinations within the USA (unless the material is covered under a Reinstated Deluxe Warranty). If the customer has special shipment needs, including shipment outside of the USA, or if the material is covered under a Reinstated Deluxe Warranty, the customer will pay for shipment both directions. Any duties, taxes, fees, or other expenses associated with transit to and from the customer's location is the customer's responsibility to pay. Summit will make every effort to repair and return the material quickly. We want it in your hands, not in ours.

Unfortunately, there are some limits in coverage, even for the Deluxe Warranty. The following occurrences are NOT covered under our Deluxe Warranty:

- repair required due to misuse (such as dropping or crushing the analyzer or damaging its enclosure)
- repair required due to improper storage or operation (such as allowing water into the analyzer or connecting to excessive voltage)
- repair required due to adverse external conditions (such as exposure to arc flash or excessive heat)
- repair required due to corrosion, regardless of the cause
- repair required due to normal wear and tear or passage of time. (However, batteries for all models except the PS4000 are covered by our Deluxe Warranty)
- failure of an analyzer that has had the calibration sticker broken or removed from the analyzer.

We at Summit Technology encourage you to advise us of any defects of design or manufacture of any of our products. We are dedicated to your successful use of the products.