



## Metrex Warranty Terms and Conditions

QED will repair or replace (at QED's discretion) any goods supplied by the company in respect to defects arising within **12 months** from date of purchase or delivery, whichever is later, provided that:

- The defect is due to faulty parts or workmanship provided by QED.
- Proof of delivery/purchase must be provided to QED for any claims. This could be a sales order, invoice or delivery note from QED or from an authorised QED Distributor.
- All warranty repairs can only be carried out by QED or its authorised agents. In certain circumstances, permission may be granted by QED for the owner to replace a supplied part under warranty.
- Any repair or replacement component under warranty will not extend the warranty period of the analyser.
- Products must have been returned for service and calibration as recommended by QED as per the individual operating manual.
- Where replacement parts have been supplied by QED under warranty, the replaced parts must be returned to QED. If not returned, QED reserve the right to charge for the replacement part.
- If no fault is found an investigation charge may apply.
- QED's Technical Support MUST be notified in the event of a pending warranty claim. They will then issue a returns reference number that must be included in any return. Failure to provide this will void any warranty claim.

### The following is not included:

- Normal wear and tear of parts that might wear out over time, or be consumed, is not covered. Parts not covered include, but not limited to filters, gas sensors, pump, etc.
- A service is not part of a warranty claim.
- Accidental damage, including dropping during use.
- Damage as a result of vandalism.
- Faults arising from use of the equipment that is not in accordance with standard operating procedures laid out in QED's operating manual.
- Faults arising from use of the equipment in unsuitable applications.
- Repairs or alterations carried out by parties other than QED, its authorised agents, or under the instruction of QED.
- Any data stored on the equipment that may be lost.
- A claim due to a failure in maintaining the analyser in accordance with the operating manual.
- A claim as a result of poor quality or inadequate repairs.
- Any business related losses such as income, profits, and contracts (as far as the law allows).

The following voids the warranty:

- The instrument is NOT returned for servicing in accordance with the defined frequency.
- When non-approved QED parts have been used for repair or maintenance.
- When parts are added, or alterations made, to the analyser outside the scope of the operating manual.
- The analyser has been opened, unless by QED approved service centres (where applicable).
- The equipment has been stored or installed outside of the operating range and environmental conditions determined in the operating manual.
- The equipment has not been maintained in accordance with the operating manual.

Service Warranty:

- QED offer a three-month warranty period, following a QED service, to cover any defects that have arisen **because** of that service.



Note

Warranty repair is only granted after an investigation by QED.

For assistance in determining if your equipment qualifies for warranty investigation, please contact your local distributor, or our technical support team at QED on +44(0)333 800 0088 or email [technical@qedenv.co.uk](mailto:technical@qedenv.co.uk).

For extended warranty options, please contact your local distributor, or our sales team at QED on +44(0)333 800 0088 or email [sales@qedenv.co.uk](mailto:sales@qedenv.co.uk).

For any other queries please contact your local distributor, or our sales team at QED on +44(0)333 800 0088 or email [sales@qedenv.co.uk](mailto:sales@qedenv.co.uk).

QED Environmental Systems reserve the right to update these terms and conditions without notice.