

AAN 002**WARRANTY INFORMATION****Warranty Policy**

Alphasense electrochemical oxygen sensors carry a warranty against defects in design, materials and workmanship of:

9 Months - O2-E1 / O2-EP; 12 months - O2-A1 / G1; 15 months - O2-E2 / O2-ET;
24 months O2-A2 / O2-G2; 36 months - O2-A3, from date of despatch.

If a sensor fails within the warranty period and within the above criteria then Alphasense will replace the sensor on condition that:

- 1 If a defect is discovered, the customer should give written notice of the alleged defect to Alphasense within 14 days.
- 2 Sensors are returned to Alphasense at the customer's risk and expense.
- 3 The sensors have not been misused, abused, stored or operated in conditions outside those specified in the product literature.

Warranty Return Procedure

Should it prove necessary to return a sensor to Alphasense under warranty, the following procedure should be adopted:

- 1 Contact Alphasense Sales Administration for a Warranty Return Number (WRN).
- 2 Returned sensors should be individually packaged, preferably in an Alphasense container to protect against damage in transit.
- 3 A clearly written description of the nature of each sensor failure should be sent with all returned sensors.
- 4 The returned sensors are then investigated and a report issued to the customer by letter or fax within an agreed time scale, stating the results of the investigation and the action to be taken.