

## Warranty Information

### Warranty Policy

Alphasense electrochemical oxygen sensors are warranted against defects in design, materials and workmanship for 12 months (O2-A1, O2-G1), 24 months (O2-A2, O2-C2, O2-G2) or 36 months (O2-A3, O2-C3) from date of despatch.

If a sensor fails within the warranty period then Alphasense will replace or credit the sensor as per our Conditions of Sale, providing that:

1. If a defect is discovered, the customer gives 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 must not have been misused, abused, altered in any manner (including, but not limited to, damage to the label or solder on the pins) or stored or operated in conditions outside those specified in the product literature.

### Warranty Return Procedure

To return a sensor under warranty to Alphasense:

1. Contact Alphasense sales administration for a Warranty Return Number (WRN).
2. Return the sensor(s), packaged adequately to prevent damage during shipment, preferably in an Alphasense container.
3. Provide a clearly written description of the nature of each sensor failure.
4. Returned sensors will be investigated and a report will be issued, stating the results of the investigation and the action to be taken.  
A copy of the WRN report will be included with returned or replaced sensors.