

Warranty Information

Warranty Policy

Alphasense electrochemical toxic gas sensors carry a warranty against defects in design, materials and workmanship for two years from date of despatch.

If a sensor fails within the warranty period and within the above criteria then Alphasense will replace or credit the sensor as per our Conditions of Sale and 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, altered in any manner (including but not limited to the label and pin soldering), 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.