

## General warranty and service statement for products manufactured by NORECS AS

### 2 year guarantee against product malfunction from production faults

All purchased items have a 2-years warranty against malfunctions, from the day of delivery: NORECS AS warrants products of its manufacture to be free from defects in material and workmanship and will repair or replace without charge any product found defective upon examination if necessary at the factory.

### Exceptions

- There is no warranty against breakage of ceramic parts or electrical feedthroughs after delivery to the customer.
- For ProboStat™ - and other high temperature systems, there is additionally no warranty for parts in the high temperature zone during handling and use.
- NORECS AS is furthermore not responsible for damage to apparatus due to
  - transport, if not reported immediately after delivery/receipt,
  - improper installation or handling,
  - attempts to operate the apparatus beyond its rated capacity, intentional or otherwise,
  - unsuitable or improper storage,
  - natural wear,
  - changes or modifications done by the user, if not agreed in writing with NORECS AS,
- Normally expendable parts are not covered by this warranty.

### Support, service, spare parts

We provide free support over e-mail throughout the products lifetime.

Furthermore, NORECS AS guarantees supply of support, service, repairs and spare parts for a minimum of 10 years after the delivery.

  
Ingvild Lorentzen  
Man. Dir. NORECS AS

