

OSTI Inc. Warranty Policy for BMT products

Coverage

An initial warranty on parts and labor is granted for a period of time from the date of OSTI's invoice, as listed below. This warranty is granted on all parts and labor in case the cause of failure turns out to be the result of faulty parts or poor workmanship during production of the product. Our maximum liability is limited to the replacement value of the failed instrument.

For the decision about the coverage of a faulty part or repair work under warranty, BMT analyses the product or part in regard of the failure claimed. Faulty parts replaced by the customer himself, shall be sent back to BMT for review in order to activate the warranty.

In the case the BMT analyzer needs to be returned for service, please contact OSTI at: www.osti-inc.com/service-contact-us and follow the screen prompts to request a returned merchandise authorization (RMA). You will be sent an RMA number and form with shipping instructions.

Warranty periods

- ozone analysers and ozone monitors 3 years
- UV lamp 5 years
- ozone accessories 3 years
- ozone generators 2 years
- ozone destructs 1 year
- BMT 923 3 years

The warranty includes parts replaced, if faulty, and repair labor (in-works only) during this period. It also includes shipping cost both ways. If a repair is too extensive, BMT may replace the whole product.

Exclusions

Ozone measurement by UV photometry relies on cleanliness in the whole gas path from the sample point to the measurement cuvette. A similar statement also applies to the generation of ozone.

This warranty does not cover failures or faulty measurements induced by contamination that has entered the gas path of our product. Excluded are also failures as a result of misuse of our products according to the descriptions in our datasheet & manual. In case of alterations to the product may have caused the malfunction claimed, BMT may refuse warranty. Accidents and transport damages are not covered by this warranty.

Import fees of any kind for the import into the receiver's country are the responsibility of the customer.

Repair warranty

An additional repair warranty of 1 year is granted on repairs for the part or function of the instrument that has been repaired. Failures of other parts or functions after repair are not covered by the repair warranty. The initial warranty period is not affected by this repair warranty; whichever is longer, applies.

Sales OSTI
Rev. Jan 2022