



**Arbin Instruments**  
762 Peach Creek Cut Off Road  
College Station, TX 77845, USA  
+1 (979) 690 2751  
info@arbin.com  
www.arbin.com

# Warranty Information

(2-Year Standard & Premium Option)

---

## WHO IS PROTECTED

This warranty protects the original individual, company or organizational purchaser of the warranted system.

## WHAT IS COVERED

Any part of the Arbin Instruments system which, because of manufacturing defect or workmanship, fails to function properly under normal use, will be repaired or replaced at no charge to the customer for parts and labor, or at the option of Arbin Instruments, the product will be replaced. This includes parts manufactured by Arbin Instruments. Personal Computers and their peripherals are covered under the manufacturer's warranty which is included with the products when shipped.

## WHAT TO DO WHEN SERVICE IS REQUIRED

If service is required under this warranty, contact the Arbin Instruments Customer Service Department at (979) 690-2751. Telephone consultation and shipment of repair parts or components to a customer may expedite the correction of problems.

If Arbin Instruments engineers are unable to resolve the problem through phone consultation, the customer must arrange to return the unit prepaid and insured in its original packaging to the Arbin Instruments factory at 762 Peach Creek Cut-off Road, College Station, TX 77845. Arbin Instruments will pay for the shipping (Standard 5-Day) of the repaired item back to the customer. For the first 30 days after you have received our system, with proper notification of any such defect (with the exception of improper use or mishandling), Arbin will arrange and pay for the return, repair or replacement and reshipment of any of our products which are determined to be defective.

For warranty outside the North and South America, see attached list of authorized world wide support center from our website (<https://www.arbin.com/contacts/>).

## WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not cover: (1) damage from misuse, abuse, neglect or accident, natural disasters or acts of God; (2) shipping, handling or insurance charges other than specifically stated in the warranty.

Customer modification to the Arbin system not specifically authorized in writing by Arbin Instruments will void the warranty.

This limited warranty shall not extend to any incidental or consequential damages arising from the purchase, use or inability to use any Arbin Instruments product. The laws of some countries and the laws of some states do not allow the limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.



**Arbin Instruments**  
762 Peach Creek Cut Off Road  
College Station, TX 77845, USA  
+1 (979) 690 2751  
info@arbin.com  
www.arbin.com

# Warranty Information

(2-Year Standard & Premium Option)

---

## LIMITATIONS ON IMPLIED WARRANTIES

All implied warranties for this product, including fitness for a particular purpose are excluded to the fullest extent permitted by law and where not capable of exclusion are limited to two years from the date of original delivery to the customer. The laws of some countries and the laws of some States thereof do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**Important Note:** Customers are encouraged to send system operators to two days of familiarization training at the Arbin Instruments factory that comes with the purchase of each Arbin Instruments system. This supervised hands-on experience with the software and hardware system components has proved to expedite bringing newly purchased systems to full operational efficiency and reduce the number of technical support calls following delivery of new systems.



**Arbin Instruments**  
762 Peach Creek Cut Off Road  
College Station, TX 77845, USA  
+1 (979) 690 2751  
info@arbin.com  
www.arbin.com

# Warranty Information

(2-Year Standard & Premium Option)

---

## **STANDARD WARRANTY**

**Yearly Plan:** No cost to the customer, included in the basic charge for the first two years.

### **The First 30 Days**

All main Arbin hardware and software have a basic two-year warranty covering any defect in materials, workmanship, parts and labor. For the first 30 days after you have received our system, with proper notification of any such defect (with the exception of improper use or mishandling), Arbin will arrange and pay for the return, repair or replacement and reshipment of any of our products which are determined to be defective.

In addition, Arbin offers you unlimited telephone access to our customer service group during this period. Your calls will be handled on a "First Come First Serve" basis with priority given to those customers who have paid for premium warranty or for installation and training by Arbin engineers. If your call cannot be answered immediately by an available support engineer, your call will be returned as soon as possible.

### **After the Initial 30 Days**

**Telephone support:** Unlimited Telephone Support is available on a first come first serve basis during regular working hours (8:00 am to 5:00 PM, Central Time - Fax - 24 hours/day). We will make every effort to return your calls as quickly as possible.

**Customer Service:** In the unlikely event that your Arbin system requires repairs during the initial two-year warranty, Arbin fully covers all costs for parts and labor (Please refer to "What is not Covered"). This does not include any travel costs that might result if the customer and Arbin deem it necessary to send an Arbin engineer on-site. The customer shall arrange to pay for travel related costs. In the event the system is shipped back to Arbin factory for repairs, the customer must crate the system in its original packaging and return it to Arbin at their cost. Arbin will ship the system back prepaid via 5 day shipment only, once the repairs have been completed.

**Software updates:** All customers are encouraged to notify Arbin of any bugs or defects they find in the software. Arbin will fix these in a timely manner based on priorities. There is no charge for the software updates during the period of warranty. This does not include new releases of software or different software.

**After the warranty period:** The customer is responsible for either full hourly, travel and accommodation costs for on site service if deemed necessary or all shipping costs to and from our factory plus parts and labor. The minimum cost for examining your system at Arbin or on-site is \$800. In case the system needs repairs, a cost estimate will be prepared and faxed to the customer for their approval. A signed copy of our estimate as well as a purchase order or payment for the repairs in advance is required for Arbin to conduct any repairs on the system.



**Arbin Instruments**  
762 Peach Creek Cut Off Road  
College Station, TX 77845, USA  
+1 (979) 690 2751  
info@arbin.com  
www.arbin.com

# Warranty Information

## (2-Year Standard & Premium Option)

---

### **PREMIUM WARRANTY**

**Initiation Fee:** \$7,499.95 Initiation Fee

**Service Plan:** 7.5% of purchase price yearly (Can be extended yearly)

#### **The First 30 Days**

It is strongly encouraged that the customer sends their personnel to Arbin before delivery of the system for a familiarization training course. In the event this is not possible, Arbin can send an engineer to provide on-site installation and training as described below. Arbin technical support is always available for phone support should the customer choose to be trained at Arbin and install on their own (a relatively simple process, also covered in the training course).

#### **After the Initial 30 Days**

The premium warranty plan is for a period of a year. This **premium** service plan will run collaterally with the standard limited warranty period of one year from the date of system delivery to the customer. This warranty will provide the customer with the following services beyond those provided by the standard limited warranty:

**Technical support visits** – The customer may schedule three visits of one full business day each to the customer location by an Arbin Instruments' technical support engineer paid for by Arbin Instruments. The customer may choose the purpose of these three visits. Activities for selection may include but are not limited to (1) initial system installation, (2) system familiarization training (single or multiple attendees), (3) on-site service of the system for repair, component replacement, or both. (Service visits can include system calibration depending upon customer priorities for activities during the visit.)

**Technical support visits must be scheduled at least ten working days prior to the date of the visit. Urgent matters will be given special consideration and the turn-around time may be as short as one day.**

**Software updates and upgrades:** Free software **updates and upgrades** are provided to the customer during the period covered by the **premium** warranty. This includes any new features added to the original software at no cost to the customer. This would apply to systems covered under the extended warranty plan.

Any new additional systems purchased by the customer will be covered by this **premium** warranty for 7.5% of the purchase price of the new system (the initial first year fee is waived). Number of on-site service visits will remain the same.

**Additional years of Premium Service:** Following the initial warranty period, the cost of continuing the **premium** warranty is 7.5% of the purchase price yearly. During the additional years of premium service, Arbin Instruments will provide repair parts at 50% of the regular cost. Purchase of additional years of **premium warranty** must be finalized while the system is still covered under a current period of **premium warranty**.



**Arbin Instruments**  
762 Peach Creek Cut Off Road  
College Station, TX 77845, USA  
+1 (979) 690 2751  
info@arbin.com  
www.arbin.com

# Warranty Information

(2-Year Standard & Premium Option)

- 
- NOTE 1:** This warranty gives you specific legal rights. You may also have other rights that vary from country to country and from state to state thereof.
- NOTE 2:** All technical support visits to customer locations, other than the three visits specifically included in the Warranty described on the previous page, will be at customer expense. "Customer expense" will include air-fare, lodging, and an \$800.00 service charge for each business day required at the customer site by a technical support engineer. Charges to customers for technical support visits made outside the warranty period will include the cost of repair parts and assemblies.
- NOTE 3:** Warranty may be put on hold or withdrawn if the customer account is not in good standing or becomes delinquent.
- NOTE 4:** Arbin Instruments is not responsible for any material or monetary or prospective business damages caused due to mal-function of the system or user-error. Arbin does take full responsibility to repair any damages caused to the system covered by the warranty states above.
- NOTE 5:** Personal Computers and their peripherals are covered under the original manufacturers warranty and terms. They are not included in or covered beyond the original warranty in Arbin's Standard or Premium Warranty.