

Register Your Product Online

To register your product, go to www.thermo.com/water and select the Lab Products Warranty link.

Please Keep for Your Records

Model Number: _____

Serial/Lot Number: _____

Date of Purchase: _____

Purchased From: _____

In the event of a warranty claim, we reserve the right to ask for proof of purchase, such as an invoice copy. Please retain this card for your files. If you encounter any problems with this product, contact our Technical Support specialists.

Technical Support

Within the United States call 1.800.225.1480 or fax 978.232.6015 and outside the United States call 978.232.6000 or fax 978.232.6031. In Europe, the Middle East and Africa, contact your local authorized dealer. For the most current contact information, visit www.thermo.com/contactwater.

For the latest application and technical resources for Thermo Scientific Orion products, visit www.thermo.com/waterapps.

Thermo Scientific Orion Laboratory Products

Warranty, Terms and
Conditions Information



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Water Analysis Instruments

North America

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Beverly, MA 01915 USA
Toll Free: 1-800-225-1480
Tel: 1-978-232-6000
Dom. Fax: 1-978-232-6015
Int'l Fax: 978-232-6031

Europe

P.O. Box 254, 3860 AG
Nijkerk Wallerstraat 125K,
3862 CN Nijkerk,
Netherlands
Tel: (31) 033-2463887
Fax: (31) 033-2460832

Asia Pacific

Blk 55, Ayer Rajah Crescent
#04-16/24, Singapore 139949
Tel: 65-6778-6876
Fax: 65-6773-0836



www.thermo.com/water

Thermo Scientific Orion Products Warranty

From a comprehensive, uptime-focused warranty to an assortment of start-up, repair and calibration services, we have a support solution to ensure you get the most from your laboratory products warranty. For products not listed in this warranty statement, please visit our website at www.thermo.com/water.

Service Details

Buyer should retain this warranty card and retain proof of purchase. Seller warrants that during the warranty period described below, the Product will operate substantially in conformance with its published specifications and be free from defects in material and workmanship, when subjected to normal, proper and intended usage and not subjected to accident, alteration, misuse, abuse, breakage or repairs attempted by unauthorized persons. The warranty is void if the Product has been abused, misused, or repairs have been attempted by unauthorized persons.

The warranties contained herein are for Products sold and/or installed by Seller or its authorized dealers.

In the event of failure within the warranty period, Seller will at Seller's option, repair or replace product not conforming to this warranty. A return authorization number must be obtained from Technical Support before returning any product for in-warranty repair or replacement. There may be additional charges to Buyer, including freight, for warranty service performed in some countries. For service, call Technical Support at 1-800-225-1480 (or its authorized dealer outside the United States and Canada). Seller reserves the right to ask for proof of purchase, such as the original invoice or packing slip.

Field service is available on the BOD AutoEZ. Contact our Field Service department for details on quotations, service, and other field service-related activities.

The following warranty periods apply to the listed products during the stated period, starting from the date of purchase by Buyer or from the date of shipment from Seller, whichever is earlier:

Thirty-six (36) months from date of purchase by Buyer or forty-two (42) months from date of shipment from Seller, whichever is earlier

AQUAfast turbidity meter (AQ3010); intrinsically safe meters (131S, 136S, 261S and 266S); Orion DUAL STAR pH/ISE meter; Orion Star and Star Plus series pH, ISE, conductivity, dissolved oxygen and RDO meters and PerpHecT meters (320, 350 and 370).

RDO optical dissolved oxygen probe body.

Twenty-four (24) months from date of purchase by Buyer or thirty-six (36) months from date of shipment from Seller, whichever is earlier

AQUAfast colorimeters (AQ4000, AQ3700 and AQ3070), AQUAfast turbidity meter (AQ4500), Russell RL060C conductivity meter and Russell RL060P pH meter.

Dissolved oxygen probes (polarographic 800 series), DuraProbe 4-electrode conductivity cells, ROSS Ultra pH and reference electrodes and ROSS Ultra Triode refillable electrodes (8157BNU, 8157BNUMD, 8157UWMMD and 8257BNU).

Eighteen (18) months from date of purchase by Buyer or twenty-four (24) months from date of shipment from Seller, whichever is earlier

ROSS Ultra Triode gel-filled electrodes (8107BNU, 8107BNUMD, 8107UWMMD and 8207BNU).

Twelve months (12) from date of purchase by Buyer or eighteen (18) months from date of shipment from Seller, whichever is earlier

607 switchbox, 940 pH/ISE meter, 950 ROSS FAST QC titrator, 960 Titrator PLUS, AQUAfast II colorimeters, AutoTration-500 autosampler, BOD AutoEZ, pHuture conversion box and Sage pumps.

2-electrode conductivity cells, 93 and 97 series electrode handles, AquaPro electrodes, ATC probes and temperature compensators, calomel pH electrodes, dissolved oxygen probes (970899WP and 970800), Double Junction refillable pH electrodes (9102DJWP and 9110DJWP), Green refillable pH electrodes (GS9156BNWP and GD9156BNWP), ion selective electrodes, ionplus electrodes, Karl Fischer electrode (977900), KNIpH₂ electrode, micro ATC probe, No Cal pH electrode, ORP electrodes (9678BNWP, 967800, 9778BNWP and 9778SC), ORP Triode refillable electrode (9180BN and 9180BNMD), PerpHecT refillable pH electrodes, pHuture refillable electrode (616500), RDO optical cap, reference electrodes (900100 and 900200), ROSS pH and reference electrodes, ROSS sodium electrodes, Silver Billet electrodes, specialty pH electrodes, standard pH electrodes and stirrer probe (096019).

Six (6) months from date of purchase by Buyer or twelve months (12) from date of shipment from Seller, whichever is earlier

Basic ATC probe (917004), Basic conductivity cell (014005), Basic pH electrodes (9142BN, 9145BN, 9146BN and 9147BN), Double Junction gel-filled pH electrode (9156DJWP), Green gel-filled pH electrodes (GS9106BNWP and GD9106BNWP), micro Ag/AgCl pH electrodes, micro sodium electrode, ORP Triode gel-filled electrode (9179BN and 9179BNMD), PerpHecT gel-filled pH/ATC Triode (9207BN), pHuture gel-filled electrode (615700), standard gel-filled pH/ATC Triode (9107BN, 9107BNMD, 9107WLLMD, 9107WMMMD and 9107WP) and waterproof pH/ATC Triode (9109WL and 9109WP).

93 and 97 series sensing modules are warranted for six (6) months of operation if placed in service before the date on the package, except the nitrate modules (930701, 930702 and 970701), which are warranted for three (3) months of operation if placed in service before the date on the package.

Three (3) months from date of purchase by Buyer or six (6) months from date of shipment from Seller, whichever is earlier

950 and 960 titrator pumps and auxiliary dispensers.

Economy pH electrodes (910500, 9106BNWP, 911600, 912600 and 913600) and PerpHecT gel-filled pH electrode (9206BN). Warranty includes failure for any reason (excluding breakage), except abuse, provided that the electrode is not used in solutions containing silver, sulfide, TRIS, protein, perchlorate or hydrofluoric acid, or in solutions more than 1 molar in strong acid or base at temperatures above 50 °C.

“Out-of-Box” warranty – should any of the following products fail to work when first used, contact Seller immediately for replacement

Solutions, standards, reagents, cables, power adapters, printers, software, cases, stands, probe membranes, AQUAfast chemistries and reagents, AQUAfast test strips and general accessories.

Terms and Conditions

General

Thermo Fisher Scientific (“Seller”) hereby offers for sale to the buyer (“Buyer”) the products herein (the “Products”) on the express condition that Buyer agrees to accept and be bound by the terms and conditions set forth herein. Any provisions contained in any document issued by Buyer are expressly rejected and if the terms and conditions in this Agreement differ from the terms of Buyer's offer, this document shall be construed as a counter offer and shall not be effective as an acceptance of Buyer's document. Buyer's receipt of Products or Seller's commencement of the services provided hereunder will constitute Buyer's acceptance of this Agreement. This is the complete and exclusive statement of the contract between Seller and Buyer with respect to Buyer's purchase of the Products. No waiver, consent, modification, amendment or change of the terms contained herein shall be binding unless in writing and signed by Seller and Buyer. Seller's failure to object to terms contained in any subsequent communication from Buyer will not be a waiver or modification of the terms set forth herein. All orders are subject to acceptance in writing by an authorized representative of Seller.

Limitation of Liability

NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED HEREIN, THE LIABILITY OF SELLER UNDER THESE TERMS AND CONDITIONS (WHETHER BY REASON OF BREACH OF CONTRACT, TORT, OR OTHERWISE, BUT EXCLUDING LIABILITY OF SELLER FOR BREACH OF WARRANTY (THE SOLE REMEDY FOR WHICH SHALL BE AS PROVIDED UNDER SECTION 2 ABOVE)) SHALL NOT

THE WARRANTIES DESCRIBED HERE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES WHETHER STATUTORY, EXPRESS OR IMPLIED INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND ALL WARRANTIES ARISING FROM THE COURSE OF DEALING OR USAGE OF TRADE. THE BUYER'S SOLE AND EXCLUSIVE REMEDY IS FOR REPAIR OR REPLACEMENT OF THE NON-CONFORMING PRODUCT OR PART THEREOF, OR REFUND OF THE PURCHASE PRICE, BUT IN NO EVENT SHALL SELLER (ITS CONTRACTORS AND SUPPLIERS OF ANY TIER) BE LIABLE TO THE BUYER OR ANY PERSON FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHETHER THE CLAIMS ARE BASED IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE) OR OTHERWISE WITH RESPECT TO OR ARISING OUT OF THE PRODUCT FURNISHED HEREUNDER. REPRESENTATION AND WARRANTIES MADE BY ANY PERSON, INCLUDING AUTHORIZED DEALERS, REPRESENTATIVES AND EMPLOYEES OF SELLER, THAT ALTER OR ARE IN ADDITION TO THE TERMS OF THIS WARRANTY SHALL NOT BE BINDING UPON SELLER UNLESS IN WRITING AND SIGNED BY ONE OF ITS OFFICERS.

EXCEED AN AMOUNT EQUAL TO THE LESSER OF (A) THE TOTAL PURCHASE PRICE THERETOFORE PAID BY BUYER TO SELLER WITH RESPECT TO THE PRODUCT(S) GIVING RISE TO SUCH LIABILITY OR (B) ONE HUNDRED THOUSAND DOLLARS (\$100,000). NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED HEREIN, IN NO EVENT SHALL SELLER BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF USE OF FACILITIES OR EQUIPMENT, LOSS OF REVENUE, LOSS OF DATA, LOSS OF PROFITS OR LOSS OF GOODWILL), REGARDLESS OF WHETHER SELLER (a) HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES OR (b) IS NEGLIGENT.

Miscellaneous

(a) The rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts, without reference to its choice of law provisions. Each party hereby irrevocably consents to the exclusive jurisdiction of the state and federal courts located in Suffolk County, Massachusetts, in any action arising out of or relating to this Agreement and waives any other venue to which it may be entitled by domicile or otherwise. (b) In the event of any legal proceeding between the Seller and Buyer relating to this Agreement, neither party may claim the right to a trial by jury, and both parties waive any right they may have under applicable law or otherwise to a right to a trial by jury. Any action arising under this Agreement must be brought within one (1) year from the date that the cause of action arose.