

New Product Warranty Statement:

Quantem Corporation products are warranted against defective material and workmanship for a period of one year from date of shipment. This warranty is limited to the repair or replacement of Quantem products at our factory. Under no circumstances does Quantem's responsibility extend to apparatus other than its own manufacture. All Quantem products are factory-calibrated and adjusted. Unauthorized tampering other than remote potentiometer or trimmer potentiometer voids the warranty. This warranty applies only to products purchased directly from Quantem Corporation.

Repair Warranty

Repair service Warranty is 90 days from the date of repair. All repaired units will be date stamped in the same location as the original date of manufacture stamp. If the 90 day warranty is less than the original warranty, then the original warranty will be honored.

Return Authorization

Before returning any product to Quantem, please call 609-883-9191 ext 103 or email us for a return authorization number. Please be sure to have the following information available when you call:

- Quantem Part Number
- Manufacturer Date Code - this is found on the product ID label in the form YYWW
- Description Of the Failure
- Your Company Name, Address and Phone Number

Receipt Of Product

Upon receipt of products received on a valid Quantem RMA, Quantem will review each claimed defective item. If the item is within the warranty period which is one year from factory date code, then the unit will be evaluated to determine if there is a defect and if a defect is uncovered, whether or not that defect is covered under the conditions of the Quantem warranty.

Disposition of Warranty Item

If a defect is uncovered and it is determined that the defect is covered under the Quantem warranty, then Quantem will repair or replace the unit at our discretion and return the unit to the customer. Outbound freight costs will be paid by Quantem for approved warranty items.

Disposition of Non-Warranty Item

If any unit is outside the warranty period, or if no failure is confirmed, or if a defect is uncovered with a unit within the warranty period but is determined to be beyond the scope of the Quantem warranty, then a minimum \$35 service fee may be charged and the customer will be given the following options:

1. return the unit as is
2. discard the unit as is
3. repair or replace the unit for a service fee

For non-warranty items, all freight costs will be paid by customer.