



## PRODUCT WARRANTY TERMS AND CONDITIONS

Frontier Laboratories Ltd.

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This warranty policy states the terms and conditions under which Frontier Laboratories undertakes to provide customer with support and services. Frontier Laboratories will repair or replace any defect or failure of products manufactured by Frontier Laboratories Ltd. free of charge in accordance with the terms and conditions herein, if the defect or failure is due to materials or workmanship.

### 1. WARRANTY TERMS

#### 1.1 Pyrolyzers and accessory devices

The warranty period of Pyrolyzers and accessory devices shall start from the date of the complete installation. In an event where the complete installation is later than 60 days after the shipment of the product from Frontier Laboratories, the warranty period shall start from the 60<sup>th</sup> day of the shipment.

The warranty period can be extended on a yearly basis only when ordering an Extended Warranty with the purchase of Pyrolyzer and accessory devices in accordance with provisions specified elsewhere.

##### 1.1.1 Pyrolyzers

The warranty period for Multi-Shot Pyrolyzer (EGA/PY-3030D) and Single-Shot Pyrolyzer (PY-3030S) is two years.

##### 1.1.2 $\mu$ -Reactors

The warranty period for Tandem  $\mu$ -Reactor and Single  $\mu$ -Reactor is one year.

##### 1.1.3 Peripheral accessories

The warranty period for all peripheral accessories listed below is one year.

- Auto-Shot Sampler (AS-1020E)
- Carrier Gas Selector (CGS-1050Ex)
- MicroJet Cryo-Trap (MJT-1035E)
- Selective Sampler (SS-1010E)
- UV Irradiator (UV-1047Xe)
- Multi-Sample UV Irradiator (UV-1048E)
- Online Micro Reaction Sampler (PY1-1050)
- Micro Thermal Desorption Sampler (PY1-1060)
- F-Search/F-Search MPs 2.0 (Software and Libraries)
- Vent-free GC/MS Adapter
- Medium Pressure Flow Controller (MP-3050FC)

#### 1.2 Consumable parts

All Frontier Laboratories products not applicable to 1.1.1, 1.1.2 and 1.1.3 above fall under consumable parts. Frontier Laboratories warrants quality of consumable parts at the point of

delivery from Frontier Laboratories to be free from defects in materials or workmanship. However, the warranty is valid only when such defects are notified to Frontier Laboratories within three months of the shipment date.

## 2. WARRANTY COVERAGE AND ITEMS NOT COVERED

### 2.1 Warranty coverage

Repair or replacement shall be made free of charge during the warranty period, if defects or failure is due to material or workmanship of products manufactured by Frontier Laboratories. Products that need repair or replacements must be sent back to Frontier Laboratories; no on-site repair or replacement shall be made.

The warranty coverage of F-Search/F-Search MPs 2.0 software and libraries is as follows:

- (a) The CD-ROM or USB flash drive medium is replaced free of charge if it fails to function properly due to initial failure.
- (b) The software is upgraded free of charge if the F-Search/F-Search MPs 2.0 software is updated within six months after the password for the product is issued.
- (c) Frontier Laboratories have no liabilities or obligations for any losses or damages incurred as a result of use of this product.

### 2.2 Items not covered by warranty

The warranty shall cover only purchased products, and shall not cover losses or damages incurred (such as operating losses, credit collapse, freight costs, and other expenditures) by product failures or defects. Failures due to the following items are not warranted even during the warranty period.

- (a) Products applicable to 1.1.1, 1.1.2 and 1.1.3 above whose user registrations have not been made.
- (b) Not used or stored in normal indoor environment.\*1
- (c) Improper installation.
- (d) Parts have been replaced by personnel not authorized by Frontier Laboratories.
- (e) Dislocation and shipment after installation.
- (f) Disassembling, alterations, misuse, or abuse.
- (g) Fire or natural hazards such earthquakes and floods, acts of war and terrorism, or external factors such as power supply failures.
- (h) Consumable parts which have been degraded during prolonged use or storage.

\*1: Normal indoor environment herein is defined as:

- Room temperature between 15 to 35°C (59 to 95°F).
- Humidity between 30 to 70% with no condensation.
- The air must not have excessive dust, smoke, or other particulates.
- No hazardous, caustic, explosive, or toxic conditions.
- All other conditions deemed as normal.