



## PRODUCT WARRANTY TERMS AND CONDITIONS

Frontier Laboratories Ltd.

January 26, 2022

This warranty policy states the terms and conditions under which Frontier Laboratories undertakes to provide customers 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, $\mu$ -Reactors, and accessory devices

The warranty period of Pyrolyzers,  $\mu$ -Reactors, 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 (Rx-3050TR) and Single  $\mu$ -Reactor (Rx-3050SR) 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-2030E and MJT-1035E)
- Selective Sampler (SS-2010E and SS-1010E)
- Multi-Functional Splitless Sampler (MFS-2015E)
- 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)
- Medium Pressure Flow Controller (MP-3050FC)
- High Pressure Flow Controller (HP-3050FC)
- Cryogenic Mill (IQ MILL-2070)

#### 1.1.4 Control software and firmware

- In principle, updated versions will be provided free of charge, regardless of whether they are within or outside the warranty period. However, the updated version must only be downloaded from the URL specified by Frontier Laboratories. If an updated version is desired on a media (CD, in principle), there will be a charge for the actual cost of handling and shipping.
- Upon shipment of the product to Frontier Laboratories, if the update is performed within the warranty period, the updating cost will be free of charge and the shipping cost of the product will be paid by Frontier Laboratories. Costs associated with de-installation or installation of the product are not covered by the warranty.

#### 1.1.5 F-Search/F-Search MPs 2.0 (software and libraries)

- If the product cannot be installed properly due to an initial defect in the media (CD-ROM or USB memory stick), the media will be replaced free of charge.
- Frontier Laboratories shall assume no responsibility or liability for any results or information obtained from the use of our products.

### 1.2 Consumable parts

All Frontier Laboratories products not applicable to 1.1 above fall under consumable parts. In principle, consumable parts are warranted only against unused parts and defects that are identified at the time of delivery. However, the warranty is valid only when such defects are notified to Frontier Laboratories within three months from the date of shipment.

## 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 any defect 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.

### 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 are deemed as normal.