ION Science Ltd
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Limited Warranty Statement for Ion Science ARA-X4 Multi Gas Product & Accessories Or Spares.

1. Ion Science Ltd. (ISL) warrants Products, parts and components manufactured and sold by the company. ISL Products will be free of defects in material and workmanship, except as otherwise set forth herein.

2. The Standard Warranty Period is Five (5) Years on the ARA-X4 from point of shipment from ISL Or Collection from Manufacturing Facility. An Extended Warranty is offered on specific ISL Products, please see Point three (3) Below.

3. ISL offers an Extended Warranty Period of up to 24 Months maximum on the ARA-X Docking Station. An items' Extended Warranty Period commences from the date purchased from ISL.The Extended Warranty period is conditional on the product owner completing the online product registration (see terms and conditions below).

4. All Warranty does not apply to defects in the Product resulting from improper or inadequate maintenance and repair or calibration, or through instrument misuse, (i.e. not used in accordance with the instruction manual, or if used outside its designed scope of use and which may not be covered in the manual, or used with other supplies not furnished by ISL),or unauthorised modification or misuse, or operation outside of the published specifications including extreme temperatures, or through lack of annual calibration, service, or any loss of parts, or from abuse or accidental damage, or ingress of substances into the electronics or sample lines, or excessive wear and tear on mechanical parts. Both Standard and Extended Warranty does not apply to customer replaceable / moving parts and consumables (see table below for details).

5. Extended Warranty is offered in good faith. In case of any dispute, the final decision on any terms and conditions remains at the discretion and solely at the decision of ISL.

6. Extended warranty is not transferable to any other user and cannot be exchanged for money or goods.

7. In circumstances where no evidence of date of purchase from an Authorised ISL Distributor can be obtained, the date of instrument sale from ISL will be used.

8. ISL warrants the product only through the Authorised Distributor the unit was purchased from, unless returned to ISL directly. Unauthorised service or repairs invalidates both standard and Extended Warranties.

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9. If ISL receives notice of any such defects during the Standard Warranty Period or Extended Warranty Period and the Product is shipped, with freight prepaid, to ISL or an Authorised Service Centre, ISL will at its sole discretion either repair or replace the Product if it is found to be faulty and generally not in breach of any other condition in this document. Any such replacement for the Product may be either new or equivalent in performance to new. Replacement or repaired parts will be warranted for only the unexpired portion of the original warranty, or an additional 90 days (whichever is greater).

10. ISL instrumentation is generally designed for a long life >Seven (7) years use, and with regular service and care they will provide reliable measurements for many years.

11. In circumstances where the instrument needs non-warranty service, before warranty repair can take place, a charge will be requested to cover the non-warranty costs. This includes any “consumables” as well as annual service or calibration if the instrument has not been returned or maintained by an Authorised Service Centre during the normal warranty period.

12. For any accessory or spare part clearly identifiable as made by a company other than ISL, the original manufacturer's warranty, if any, will apply.

13. Payment of any sort by ISL other than the repair or replacement itself is not considered part of this policy.

14. ISL does not accept liability outside this Warranty Statement for repairs carried out under this Warranty Statement.

15. To the extent allowed by applicable law, the above warranties are exclusive and no other warranty or condition, whether written or oral, is expressed or implied. ISL specifically disclaims any implied warranties or conditions of merchantability, satisfactory quality and/or fitness for a particular purpose with respect to the products extended warranty.

16. To the extent allowed by applicable law, the remedies in this Warranty Statement are your sole and exclusive remedies.

17. Except to the extent prohibited by applicable law, in no event will ISL or any of its subsidiaries, affiliates or suppliers be liable for direct, special, incidental, consequential or other damages (including lost profit, lost data or downtime costs) arising out of the use, inability to use or result of use of the product, whether based in warranty, contract, tort or other legal theory, and whether or not ISL has been advised of the possibility of such damages. Your use of the Product is entirely at your own risk.

18. Except to the extent allowed by applicable law, the terms of this limited Warranty Statement does not exclude, restrict or modify, and are in addition to, the mandatory statutory rights applicable to the sale of the product to you.

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Instrument & Parts	Warranty Period
ARA-X4 (Complete Instrument)	5 years*
ARA-X Docking Station	1 Year**
ARA-X4 Instrument Sensors	
Oxygen (O2), Leaded Sensor	2 years
Oxygen (O2) Lead Free Sensor	3 Years
Carbon Monoxide (CO) Sensor	2 years
Hydrogen Sulphide (H2S) Sensor	2 years
Hydrogen Cyanide (HCN) Sensor	1 Year
Dual Tox CO/H2S Sensor	2 Years
Sulphur Dioxide (SO2) Sensor	1 Year
Pellistor Type LEL Sensor	1 Year
Infrared Type LEL Sensor	3 Years
ARA-X4 Additional Spares Or Accessories	
PCB's (Main Control & Sensor)	5 Years
LCD Display	5 Years
Internal Battery (Li-Ion)	2 Years
Product Accessories & Spare Parts	1 Years
Pumps, Valves, Fuses, Tubing & Connectors	1 Year

*ARA-X4 Is warranted for a total of Five (5) Years on the basis above terms are applied and excludes items with warranties periods below the specified period.

** ARA-X Dock is subject to 24 Months Warranty on basis of Instrument registration.

19. The sensors warranty begins from Point of Sale from ISL and not from point of activation or installation to the specific product. This applies to both new product sales and sensors sold as a serviceable spare item.

20. Standard Warranty Period and Extended Warranty Period covers labour and repair costs only. It does not cover calibration, carriage, general consumable parts, instrument misuse and accidental damage.

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21. This warranty statement does not cover the following points:
    a. *Fuses, Disposable or Consumable Items.*
    b. *LCD damage from Crushing, Dropping or Bleeding.*
    c. *Crushing or Damage to the internal PCB assemblies.*
    d. *Damaged from product being dropped from heights outside of the certified specification.*
    e. *Fluid Or Liquid Ingress outside of the Ingress Protection (IP) Specification.*
    f. *Damage from excess heat.*
    g. *Damage from excess cold.*
    h. *Damaged from misuse or use outside of the product specification.*
    i. *Failure from unsuitable storage.*
    j. *Poisoning or damage to sensors from either the user or application.*

22. Warranty returns are to be managed within the guidelines of the ARA-X4 Warranty return process and ISL as the manufacturer will determine the outcome of warranty coverage or not.

For additional information or support please contact Technical.Support@Ionscience.com or your local ION Science representative.

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