

WORLDWIDE LIMITED WARRANTY FOR SPARTAN INSTRUMENTS

Spartan instruments come with a one-year limited warranty. The terms and conditions of any warranty being provided by Spartan are subject to change without notice. This document can also be downloaded from the Spartan corporate website.

Spartan warrants the Spartan instrument you have purchased is free from defects in materials or workmanship that occur under normal use during the Limited Warranty Period of the Spartan instrument in question. What will be considered “normal use” is to be determined by Spartan in its sole and absolute discretion. The Limited Warranty Period starts on the date of shipment of the Spartan instrument in question from Spartan. You are entitled to warranty service in accordance with the terms and conditions of this document if a repair to your Spartan instrument is required or a replacement of your Spartan instrument is required within the Limited Warranty Period of one year from the date of shipment of the Spartan instrument in question from Spartan.

Limited Warranty Plan Description

During the 1 year period of the Limited Warranty: If your Spartan instrument fails due to a defect in material or workmanship that occurs during normal use of the Spartan instrument within one year of purchase, Spartan will repair or replace the failed Spartan instrument with new or refurbished parts, or if Spartan agrees, in its sole and absolute discretion, will replace the instrument with a new or refurbished instrument. Accidental damage is not covered. You must send the Spartan instrument in question with Spartan supplied prepaid shipping label. Spartan will then determine, in its sole and absolute discretion, whether the instrument malfunctioned during normal use and if repair or replacement of the instrument is necessary. Spartan will make reasonable efforts to send you the repaired, or a replacement instrument, within 30 business days of confirmation by Spartan that the non-working instrument malfunctioned during normal use and requires to be repaired or replaced.

Procedure for returning the Spartan DX to Spartan Bioscience during 1 year period of the Limited Warranty

Please refer to the current User Manual supplied with your Spartan instrument for the procedure on what actions you are required to take should your instrument fail to operate. You will be required to perform a few prerequisite troubleshooting steps to ensure the instrument qualifies for a return to Spartan for repair or replacement.

Exclusions

No other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose, are provided whatsoever. Spartan does not warrant that the operation of this hardware product will be uninterrupted or error-free. This Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective as a result of (a) misuse, abuse, contamination, neglect, Acts of God, terrorism, fire, improper or inadequate maintenance or calibration or other external causes; (b) operation outside the published operating specifications for the product; (c) software, interfacing, parts or supplies not supplied by Spartan; (d) improper site preparation or maintenance; (e) software virus infection; (f) loss or damage in transit; or (g) modification or service by anyone other than (i) Spartan, (ii) a Spartan authorized service provider, or (iii) your own installation of end-user replaceable Spartan or Spartan approved parts if available for your instrument in the servicing country. This Limited Warranty does not apply to PCR consumable parts used in the Spartan instrument. Spartan shall have no liability for any direct, indirect, consequential, or incidental damages arising out of the use, the results of use or the inability to use any instrument.

Additional charges may apply if the instrument has been located and/or used in a hood that contains live biological agents (this includes Class II or Class III cabinets), or if the instrument has been exposed directly or indirectly to any live biological samples, or if the instrument has been used in a BSL3 and/or BSL4 lab. The customer will be required to perform a decontamination procedure prior to sending the instrument to Spartan for warranty service.

The Limited Warranty is not transferable or assumable.