

GRG – STS General Repairguideline

1 General information

1.1 Uncleaned equipment

Uncleaned and/or foul-smelling equipment will be returned to the sender, who will be responsible for the transport costs. The same applies if we suspect, that the equipment was being used in poisonous medium.

1.2 Disposal

Disposal of old equipment is free of charge.

1.3 Intermediate storage

The equipment will be stored at STS AG for a maximum period of 12 weeks after the cost estimate is being proposed. The equipment will be returned to the sender after this period. Resulting transport costs will be charged to the customer.

2 Recalibration

Older equipment becomes recalibrated if expressly ordered (VART259). If a recalibration is no longer possible, a cost estimate will be submitted.

3 Equipment covered under warranty

STS Sensor Technik Sirmach AG offers a 2 year warranty. The warranty period starts with the date of shipment.

3.1 Warranty repairs

If covered under warranty, repairs and replacements are free of charge. The transport costs back to the sender will be covered by STS AG.

3.2 Modifications

Modifications are carried out during the warranty period and only if previously offered by STS AG. Modifications without prior discussion of the price are not accepted and are returned to the sender. Resulting transport costs will be charged to the sender.

3.3 Analysis

The equipment is analysed for faults and fault causes. If the equipment is in proper working order or if it sustained damage from unintended use, a net cost will be charged for the analysis. All analysis and repair costs will not exceed the cost of a new equipment.

4 Equipment beyond the warranty period

4.1 Shipment to customers

Resulting transport costs will always be charged to the customer.

4.2 Analysis

The equipment is analysed for faults and fault causes. A net cost is charged for the analysis with all returns. All analysis and repair costs will not exceed the cost of a new equipment.

4.3 Goodwill (special price or free repairs)

Goodwill is at the discretion of the respective Area Sales Manager.

4.4 Modifications of equipment beyond the warranty period

This equipment will not be modified.

4.5 Data back-up (Data logger)

Data backing will be carried out for net costs. Goodwill is at the discretion of the respective Area Sales Manager.

5 Equipment older than 5 years

Except for Dataloggers, equipment will not be repaired anymore.

6 Warranty after repairs

No warranty extension is provided for repairs covered under warranty. In case of paid repairs, the warranty of 2 years will be valid for replaced/repaired parts only.