

Armfield Hardware Limited Warranty Statement

Standard Warranty Period: 24 months from date of delivery or completion of any onsite Installation and Commissioning work included with the order, whichever is later. This period applies unless a different duration is expressly stated in the sales contract or quotation.

Thank you for choosing Armfield. We are committed to providing high-quality, reliable laboratory, research, and teaching products to meet your needs. This document outlines the terms, conditions, and coverage of the warranty for your equipment.

1. WARRANTY COVERAGE

Armfield warrants that this equipment is free from manufacturing defects in materials and workmanship under normal use and service during the warranty period.

If the product is found to have a defect covered under this warranty, Armfield will, at its sole discretion, take one of the following actions:

- ▶ **Repair:** Repair the defective product or component using new or refurbished parts.
- ▶ **Replacement:** Replace the defective product with a new or equivalent product.
- ▶ **Refund:** Refund the original purchase price if repair or replacement is not feasible.

This warranty applies only to the original purchaser and is non-transferable unless otherwise agreed in writing.

2. WHAT IS COVERED

- ▶ Defects in materials and workmanship under normal use.
- ▶ Equipment failure due to improper assembly or defects at the factory.
- ▶ Mechanical and electrical components (e.g., motors, control boards, heating/cooling elements, etc.).

3. WHAT IS NOT COVERED

The following conditions or damages are excluded from this warranty:

Improper Use or Installation

- ▶ Damage caused by misuse, abuse, negligence, or improper installation (e.g., incorrect voltage supply, failure to use a surge protector if required).
- ▶ Use of the product for purposes other than its intended design or outside its operating specifications.

Maintenance or Consumables

- ▶ Consumable items such as filters, bulbs, seals, tubing, gaskets, or other items with limited life due to normal wear and tear unless they are proven defective at delivery.
- ▶ Failure due to a lack of routine maintenance, start-up/shut down procedure and cleaning as outlined in the product manual.

Unauthorized Repairs or Modifications

- ▶ Damage caused by repairs, alterations, or modifications performed by anyone other than an authorized service centre or representative.
- ▶ This warranty does not cover any loss or damage resulting from installation, operation or maintenance contrary to the instructions provided in Armfield manuals or other documentation.

Environmental or External Factors

- ▶ Damage caused by power surges, lightning, electrical failures, or other environmental factors beyond normal conditions.
- ▶ Corrosion, discoloration, or damage caused by chemical spills, improper cleaning agents, or exposure to harsh chemicals.
- ▶ Improper storage where the product is stored outside and/or exposed to extremes of temperature, impacting its form or functionality.

Cosmetic Damage

- ▶ Scratches, dents, crazing, discolouration, or other minor damages that do not affect the functionality of the equipment.

Transit or delivery damage

- ▶ See Condition 7. (e) of Armfield's Terms and Conditions.

Warranty Void

- ▶ The warranty is void if the serial number or product labels are removed, altered, or tampered with.

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4. WARRANTY CLAIM PROCESS

To make a warranty claim, please follow these steps:

Step 1: Contact Us

Reach out to our customer service team at:

- ▶ Online Support Request: <https://armfield.com/armfield-support/>
- ▶ If you purchased your equipment through an approved Armfield reseller you can find your nearest reseller on our website <https://armfield.co.uk/find-your-armfield-agent/>

Step 2: Outline the problem with the product

Provide at a minimum the:

- ▶ Product code
- ▶ Product serial number
- ▶ Location of product
- ▶ Product order number (SO Ref#)
- ▶ Year of Manufacture
- ▶ Description of the fault
- ▶ Photographs of the fault where applicable

Step 3: Online and/or service engineer visit

- ▶ Armfield will first attempt to resolve the issue remotely via online support or diagnostic instructions
- ▶ If this does not work, then we will aim to arrange a site visit by one of our trained service engineers or request to collect the product for evaluation.

Step 4: Ship the Product (if required)

- ▶ If deemed necessary and instructed, ship the product to Armfield or our authorised service centre for evaluation.
- ▶ Armfield will cover all shipping costs if the defect is covered under warranty. Customers are responsible for identifying the product with the reference details provided when sending it to Armfield or an authorised service centre.

Step 5: Inspection and Resolution

Once the product is received, our team will:

- ▶ Inspect and diagnose the issue.
- ▶ Confirm whether the issue is covered under the warranty.
- ▶ Take appropriate action (repair or replacement).

5. EXTENDED WARRANTY OPTIONS

Customers may purchase an extended warranty for this product at the time of purchase or within 1 year of the original purchase. Extended warranties provide additional coverage beyond the standard warranty period. For more details, contact sales@armfield.co.uk

6. LIMITATIONS OF LIABILITY

Armfield is not liable for:

Indirect, incidental, or consequential damages (including lost data, lost revenue, or downtime) arising from the use or inability to use the equipment.

Any damages exceeding the original purchase price of the product.

This warranty is governed by the laws of the United Kingdom of Great Britain and Northern Ireland and may provide specific legal rights in addition to other rights that vary by jurisdiction.

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Support request



Find your agent



Contact Sales

