

# Lakewood Instruments LLC

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<http://www.lakewoodinstruments.com>

## Domestic Equipment Warranty

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

### WARRANTY

Lakewood Instruments LLC warrants all equipment manufactured by us to be free from defects in workmanship or material for two (2) years from date of sale. If our equipment is found to be defective within two (2) years from the date of sale, Lakewood Instruments LLC will, at its option, repair or replace said equipment.

### WARRANTY EXCLUSIONS AND LIMITATIONS

Lakewood Instruments LLC only performs warranty repairs and replacements at its own factory service facilities. Lakewood Instruments LLC does not warrant the suitability of the equipment for a particular application or the merchantability of the equipment.

All pH electrodes and other electrodes or sensor assemblies are warranted for twelve (12) months from the date of sale, regardless of installation date, for cooling water and boiler applications only. For all other applications, Lakewood Instruments LLC warrants only that the sensor will function correctly at time of installation.

Controllers, instruments, sensors, chart recorders, valves, chemical pumps or other equipment not manufactured by Lakewood Instruments LLC are covered ONLY by its manufacturer's warranty.

Repaired or replaced equipment warranties are limited to the term of the original equipment.

Lakewood Instruments LLC assumes no liability for damage or loss caused by misuse or misapplication of the equipment. Lakewood Instruments LLC accepts no consequential loss for use of its equipment. Lakewood Instruments LLC warranty is voided by improper installation or by unauthorized repairs or field modification of the equipment or parts.

This warranty is limited to products sold and installed in the United States.

### RETURN GOODS AUTHORIZATION (RGA)

No return will be accepted without a return number from Lakewood Instruments LLC. The RGA will not be issued without the correct serial number and model number. All items must be shipped Freight Prepaid. Original Packing is preferred method of return. If you choose to re-pack the returned items, any damage that results in shipping will be billed to the repair/evaluation purchase order. Receipt and use of this form does not guarantee full or partial credit will be issued.

All returns should be sent to the attention of the TECHNICAL SERVICE DEPARTMENT. When returning any item, be sure to include the RGA number and a complete DESCRIPTION of what appears to be wrong. Include the name of the contact person, their telephone number and a return shipping address. All replacements will be sent to you via UPS GROUND at no charge.

### FREIGHT DAMAGE OR LOSS

Inspect shipments upon receipt. If there is any damage, notify the delivering carrier and file a claim. If a damage repair or replacement estimate is needed, notify us. We will forward such information to the carrier specified. All shipments are ex works Milwaukee, WI 53224.

### CREDITS AND RESTOCKING

Credits for returned material will be issued solely at the discretion of Lakewood Instruments LLC. No credits will be issued after one (1) year from the date of sale. Credit for returned material is subject to a 20% restocking charge. Only standard manufacture items will be accepted for restocking. Custom products or Engineered Systems will not be accepted. All parts returned for re-stock credit must be received at our facility in a salable condition. Any visual or physical damage that has occurred in shipping or during prior installation will be billed to the repair/evaluation purchase order.

All pH and ORP probes are to have the probe tips sealed in such a way that the tips will remain wetted for the duration of shipping and evaluation. Failure to do so will result in the full LIST purchase price of replacement probes billed to the repair/evaluation purchase order.