

Casella CEL Instruments General Information

Servicing & Warranty Arrangements

To ensure its conformity with the specification, this instrument is thoroughly inspected and its accuracy verified prior to dispatch. All technical information is filed under the instrument serial number, which should, therefore, be quoted in any correspondence.

The manufacturers undertake to rectify any defect in the instrument that is directly attributable to faulty design or assembly, and which becomes apparent during the warranty period. In order to take advantage of this warranty, the instrument must be returned, carriage paid, to the manufacturer's factory or accredited agent, where necessary repairs will be carried out.

The warranty period runs for 12 months from the date of receipt of goods by the customer, with exceptions on certain specialized components supplied by other manufacturers which may be warranted for shorter or longer periods by their actual manufacturers. In all such cases, the benefit of these undertakings will be passed on to the user.

CASELLA CEL's liability is limited to items of their own manufacture, and they do not accept liability for any loss resulting from the operation or interpretation of the results from this equipment.

To obtain repair under warranty, the instrument should be packed and returned in its original packing or an equivalent either to CASELLA CEL's local agent (in the case of sales in North America to the address shown at the top of the page), or in the case of U.K. domestic sales, to the CASELLA CEL Service Department at Bedford.

Please include the following information:

- Instrument Type(s), Serial Number(s) and Firmware Version Number(s),
- Customer organization name and address for shipping purposes,
- Customer organization name and address for invoicing purposes if different from above,
- Contact name and phone number,
- Details of any PC and Software involved, including Version Number(s),
- Reason for returning the equipment with a detailed description of the fault,
- List of any error messages that may have been displayed.

The necessary adjustments or repairs will be carried out, and the instrument returned as soon as possible.

A comprehensive Instrument Calibration Maintenance Agreement (ICMA) scheme is available to extend the initial warranty period of this instrument. At the end of the first warranty period, it is recommended that the equipment be returned to the Service and Verification Department at Amherst NH, where it will be inspected and entered into the ICMA scheme as required. The warranty will then be extended for the period stated on the individual schedule. Please contact your local CASELLA CEL agent for full details of this service.

After the initial warranty has expired (except on approved accounts) service work is undertaken against quotation, and all packing and transit costs are charged extra.