

Lightweight Chemical Detector (LCD FR/3.2E/3.3) Maintenance Agreement to include the following: Assessment, diagnosis, and repair including labor and materials to restore the unit to operational condition for all failure conditions due to normal operation and normal wear and tear. Consumables such as sieve packs and confidence checkers are not included. Technical support will be provided via telephone or email during normal business hours.

If the equipment is not currently covered by a Smiths Detection Warranty or Service Agreement it must be inspected by an authorized Service representative and must be deemed in good working condition. Coverage will only be offered to units which are in good working order. Smiths Detection reserves the right to refuse coverage of any unit for any reason.

Product may be returned to Smiths Detection following the issuance of a return material authorization (RMA) and receipt of a certificate of non-contamination (see attached). Inbound freight and insurance will be paid by the customer. Product will be logged in and subjected to an initial diagnostic evaluation to determine the fault cause and estimated time to repair.

Smiths Detection, at its discretion, reserves the right to:
Use new or remanufactured items to affect the repairs.
Replace failed, superseded, or obsolete items with functionally equivalent parts.

Repairs, exclusive of consumable items (e.g. sieve packs) carried out by Smiths Detection will be warranted free from defects in materials or workmanship for a period of 90 days from the date of installation consistent with Smiths Detection's LCD commercial warranty (see attached). Original factory warranty for the non-repaired portion of the unit will NOT be extended following repairs carried out under this contract. Smiths Detection liability shall be limited to diagnostic assessment, repair or replacement of any defective parts and associated outbound freight costs. Shipping will be FOB Smiths Detection facility.

Non-covered repairs include, but are not limited to, those failures due to improper installation, neglect of routine maintenance, physical damage or destruction of the casework or detector. If detector is found to be contaminated, every effort will be made to bake out contamination. If bake out procedure cannot resolve the problem this warranty does not cover further repair or replacement. Cost and Time to Repair will be assessed at no additional charge and an estimate communicated to the customer for authorization to proceed. A separate purchase order will be required for Non-Covered Repairs. If repair of Non-Covered items is declined, the unit will be returned at customer's expense. Shipping will be FOB Smiths Detection facility.

Excluded equipment

Smiths Detection does not have a facility in which to carry out service or repair actions to any equipment that has been exposed to CWAs.

Customers who purchase detectors for use in a live agent training environment will be offered an alternative agreement which will include extra charges to cover on site activities provided that they (the customer) ensure that a safe, laboratory type facility furnished with extraction hoods and safety equipment is available for the service and repair of contaminated equipment.