



Warranty Information

Each Prostat® product is warranted to be free from defects in material and workmanship under normal use and service. The warranty period is one (1) year and begins on the date of shipment. This warranty extends only to the original buyer or end-user customer of a Prostat Authorized Reseller, and does not apply to fuses, disposable batteries or to any product which, in Prostat's opinion, has been misused, altered, neglected or damaged by accident or abnormal conditions of operation or handling. Prostat warrants that software will operate substantially in accordance with its functional specifications for 90 days and that it has been properly recorded on non-defective media. Prostat does not warrant that software will be error free or operate without interruption.

Prostat Authorized Resellers shall extend this warranty on new and unused products to end-user customers only but have no authority to extend a greater or different warranty on behalf of Prostat. Warranty support is available if product is purchased through a Prostat Authorized Reseller. To obtain warranty service, contact your nearest Prostat Authorized Service Center.

If Buyer is located in a country that is outside of the U.S.A., the Buyer will be responsible for all shipping fees, to the U.S.A. and back to the Buyer, with all applicable import and export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. Prostat assumes no risk for damage in transit. Please contact your Prostat Authorized Service Center for their warranty policies and more information.

Prostat's warranty obligation is limited, at Prostat's option, to a refund of the purchase price, free of charge repair, or replacement of a defective product which is returned to a Prostat Authorized Service Center within the warranty period. This warranty does not apply to routine calibration of the instrument.

If Prostat determines that there was no fault found or that the failure was caused by misuse, alteration, accident or abnormal condition of operation or handling, Prostat will provide an estimate of repair costs and obtain authorization before completing the work. Following repair, the product will be returned to the Buyer transportation prepaid and the Buyer will be billed for the repair and return transportation charges

When Prostat repairs a product under warranty, the repair may be completed with new or previously used parts, with parts equivalent to new in performance and reliability, or with equivalent parts to an original part that has been discontinued

All parts replaced under Prostat's Limited Warranty become the property of Prostat and will not be returned to the Buyer. Prostat will not provide loaner products while the products are being serviced

THIS WARRANTY IS BUYER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PROSTAT SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES, INCLUDING LOSS OF DATA, WHETHER ARISING FROM BREACH OF WARRANTY OR BASED ON CONTRACT, TORT, RELIANCE OR ANY OTHER THEORY

Out of Warranty Repairs

Prostat expressly warrants that for a period of 90 Days from the date of repair, by Prostat, instruments and products will be free of defects in material (parts) and workmanship (labor). If Prostat receives notice of such defect during the warranty period, Prostat will replace at its expense such parts which it determines to be defective. Any defective part must be returned to Prostat postage prepaid with proof of purchase date.

NOTE: This warranty does not apply to routine calibration of the instrument.

Warranty Exclusions - THE FOREGOING EXPRESS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PROSTAT SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES, INCLUDING LOSS OF DATA, WHETHER ARISING FROM BREACH OF WARRANTY OR BASED ON CONTRACT, TORT, RELIANCE OR ANY OTHER THEORY.

The express warranty does not apply to fuses, disposable batteries or to any product which, in Prostat's opinion, has been misused, altered, neglected or damaged by accident or abnormal conditions of operation or handling.

Limit of Liability

In no event will Prostat or any authorized reseller be responsible or liable for special, incidental, or consequential losses or damages, under any legal theory including but not limited to contract, negligence, or strict liability. Fulfillment by Prostat of its express warranty obligations described above will be Buyer's exclusive remedy and will be Prostat's and authorized reseller's limit of liability for any breach of warranty or otherwise.

Recommended Usage

Prostat's instruments and fixtures shall be operated at 65 – 90° Fahrenheit (18 – 32° Celsius), 10 – 60 % Relative Humidity. Prostat recommends making measurements using its instruments and fixtures in an environment of 72 – 76° Fahrenheit (22 – 24° Celsius), 25 – 35% Relative Humidity.

Shipping of Warranty Returns

Pack the Instrument carefully and ship it prepaid and insured to the proper destination noted. DO NOT RETURN ANY ITEM WITHOUT HAVING FIRST RECEIVED RETURN AUTHORIZATION FROM PROSTAT. You can request an RMA No. by calling Customer Support at 855-782-8421 or 630-238-8883.