



Dytran Instruments, Inc. Customer Benefits Policies

I. Dytran Sensor Select 100™ Inventory Stocking Program

i. Dytran Sensor Select 100™ is an inventory stocking program designed for rapid delivery of our **100 most popular models**. The program ensures better availability of the products that our customers need most, *and* Sensor Select 100™ products come with an enhanced **Lifetime Warranty** against defects in materials and workmanship (all other regular catalog sensors come with a 5-year warranty, Modified products have a 2-year warranty, cables and accessories have a 1-year warranty). Sensor Select 100™ is the best way to look for small quantities (typically 5 pieces or less) of the most popular products to get you the sensors you need without having to tour the entire product line.

ii. **Sensor Select 100™ Delivery Expectation Defined:** Dytran already ships 25% of customer Purchase Orders either Same Day or Next Day, and up to 40% of all Purchase Orders received from customers ship within 5 days. The goal of the Dytran Sensor Select 100™ inventory stocking program is to ship products **within 1-2 days after receipt of order**. Please let us know if you require expedited "Overnight" service and we will do our best to accommodate.

iii. **Note:** The Dytran Sensor Select 100™ inventory stocking program is not a "guaranteed in-stock" program and there is no "incentive" implied if we are out of stock, or if we have fewer units than you want. Dytran Applications Engineers are highly skilled at finding sensors in our vast Finished Goods inventory to fit your measurement needs; we will work diligently to find a suitable sensor in stock, even if it is not in the Sensor Select 100™ program.

II. Dytran Sensor Select 100™ Lifetime Warranty

i. **Basic Statement:** "Dytran warrants Sensor Select 100™ products to be free of defects in materials or workmanship for as long as you own the product."

The Lifetime Warranty applies ONLY to products listed in the Sensor Select 100™ program, not to the entire product line. Cables, accessories, electronics, and other items not specifically listed as Sensor Select 100™ products are not covered by the Lifetime Warranty. Dytran reserves the right to add or remove products from the Sensor Select 100™ program from time to time at its sole discretion. Products that were included in the Program when purchased shall remain under the provisions of this Warranty even if that model is subsequently removed from the Program at a later date.

ii. Plain-Language Intent:

The Sensor Select 100™ Lifetime Warranty is intended to replace sensors that have failed due to *confirmed defects in materials and/or workmanship*. It is not intended to be, nor should it be interpreted as, an "open-ended" replacement process for sensors that have exhausted

their initial value through extensive use. Dytran sensors are designed for extreme conditions, but they, like all things, have a lifespan that is dependent on the conditions they are subjected to during use. It is not the intent of the Sensor Select 100™ Lifetime Warranty policy to replace sensors that have obviously been exhausted through extensive use or damaged beyond repair; the Warranty claim must be tied to a confirmed finding of a defect in material or workmanship. Note: For purposes of clarity and in the interest of setting the proper expectation, the instances of *confirmed defects in materials or workmanship* for Dytran products are *extremely low* and are in the fractional 1% of products returned to us for warranty claims.

iii. "Lifetime Warranty" Definition, Limits and Scope:

Definition:

The Lifetime Warranty applies ONLY to items listed in the Sensor Select 100™ inventory stocking program, not to Standard or Modified products. Dytran defines the term "Lifetime" to mean, "*the useful life of the product*". The warranty is not intended to replace worn-out, harshly-used sensors that have given their full value and need to be replaced because they may have failed after years of hard use in extreme environments. Sensors are essential to any dynamic test or product development project and, as we all know, there is cost associated with that. All things have a useful lifespan and this Warranty is not intended as a perpetual way to replace sensors that are well-used and worn out; there must be a confirmed finding of **defects in materials or workmanship** for the Lifetime Warranty to apply.

iv. Lifetime Warranty "Condition" Limits:

Please Note: The following conditions are excluded from the Lifetime Warranty:

- a.) Failures of IEPE integrated circuits ("Open", "Short", and "No Output" amplifier conditions) are NOT covered by the Lifetime Warranty since there is no reliable way to determine the exact cause of IC failures. If such amplifier conditions are determined to be caused by defects in materials or workmanship, they will be covered, but "inconclusive or indeterminate" amplifier failures with no contributing cause (such as a weld failure compromising the hermetic seal causing the unit to pick up moisture) are excluded from coverage.
- b.) The Warranty unconditionally excludes units that have been rendered inoperable due to obvious damage (such as broken connectors, integral cables being torn out or cut, deformations to caps and housings, etc.) as this precludes any meaningful failure analysis; the unit would essentially have to be repaired before the failure analysis could begin and that renders it economically unfeasible.
- c.) Dytran warrants only the **free recalibration** of units that deviate beyond published specifications during the Warranty





period, but are in otherwise good condition. There are many environmental factors beyond our control (such as excessive shock, temperature deviations beyond device limits, improper powering, over-torquing, and deformations of mounting surfaces) that can contribute to shifts in bias voltage, sensitivity, and frequency response. When encountered, we will do our best to advise you of these conditions to avoid future recurrences.

v. Non-Transferability of Lifetime Warranty:

The Sensor Select 100™ Lifetime Warranty is non-transferrable and only applies to the original purchaser. All Dytran products are tracked by Serial Number - we can easily identify the original Buyer in our database; call our Service Department to find out if you have a qualifying product.

vi. How to Make a Warranty Claim:

In order to proceed with a Warranty claim, contact our Service Department by phone or by email. Make sure to have the Model number and Serial number of the unit(s) available, along with a synopsis of the problem. We will issue a Return Material Authorization (RMA) number to facilitate tracking of the item within our system. Use this number on your covering Purchase Order to return the product to Dytran for evaluation. In the case of a Warranty claim where the cause of failure is not yet confirmed, your Purchase Order can be for "Zero Dollars, Evaluation Only"; it does not have to state a value pending our Technical Evaluation findings.

vii. Important Note - Why Do We Require a Purchase Order for Returned Goods?

There are many compelling reasons for our customers to provide us with a Purchase Order when returning products to us for Warranty claims, calibration, or repair.

- A Purchase Order provides us with the proper routing instructions so that we can safely return the units to where they belong within your organization.
- A Purchase Order allows for delivery tracking in transit as well as routing and Material handling procedures within your own facility.
- Products returned to us for service of any kind are *Customer-Owned Property*; they have *value* and must be accounted for in your system.
- Dytran's documented AS9100 system compels us to operate to customer requirements in any realization process (such as Service and Repair); we have no visibility to your Vendor requirements unless we have a Purchase Order from your organization – the Purchase Order is the document that defines the Vendor requirements (the "Fine Print").
- It is industry "Best Practice" to always cover outgoing material with a Purchase Order to assure proper *visibility* in your system, and *accountability* for company-owned property leaving your facility.

Please do not send any material to Dytran without an authorized Purchase Order as this could result in items being lost or misdirected; we cannot be responsible for lost items sent to us without proper paperwork authorization. For your protection and to better serve you, we will promptly "Return to Sender" any material that arrives at our Service Department unaccompanied by a covering Purchase Order.

viii. Summation:

After an evaluation at Dytran, if the product is found to have failed due to a **defect in materials or workmanship**, Dytran will, at its option, either repair or replace the product **at no cost** to you, AND we will pay for the shipping back to you via "regular" carrier service.

ix. Optional Technical Evaluation Offer:

For units that are out of Warranty, or for non-Dytran (competitive) sensors that you would like us to evaluate, we offer a Technical Evaluation process that can help you rescue and return to service sensors whose performance may be in question. Call our Service Advisors today and let us know what you have so that we can make a determination as to whether or not we can help you recover units and bring them back into service; in certain cases there may be a small fee. It is our goal to extend the service life of any and all sensors in your possession – let us know if we can help!

Sensors that are found to be dead or seriously out of specification can be replaced with NEW units (at a price discount) under our Sensor Exchange™ program detailed in Section VI.

x. "Substitution" Replacement at Dytran's Option:

Dytran reserves the right to replace products returned to us under this Warranty (and found to be defective) with the most *current model* available when the returned product is deemed to be "obsolete", or, at your option, a *similar model* that is more readily available.

III. Dytran Sensor Select 100™ Total Customer Satisfaction Money Back Guarantee

i. Dytran guarantees **Total Customer Satisfaction** on all Sensor Select 100™ products ONLY (does not apply to the entire product line). If you are not satisfied with the performance of any Sensor Select 100™ product for any reason during the **first one year after delivery** beginning from time of shipment from Dytran, you may:

- a.) Return the product to us and receive a 100% refund, or
 - b.) Exchange the product for another model better suited to your measurement application.
- ii. Contact our Service Department with the Model Number, Serial Number, and reason for return (so that we may better serve you in the future) to arrange an RMA number prior to sending any material back to Dytran.





iii. Money Back Guarantee: Scope, Restrictions & Exclusions

The Sensor Select 100™ Total Customer Satisfaction Money-Back Guarantee applies **ONLY to Sensor Select 100™ products**, not to the entire product line!

This Guarantee does not apply to Purchase Orders exceeding \$3,000USD in value. Sensor Select 100™ is a program aimed at small quantity orders, not large purchases.

Products that are damaged from use, worn-out or are beyond repair are excluded from the Money-Back Guarantee.

Electronics, Cables and accessory items are not covered by the Money-Back Guarantee.

IV. Dytran 5-Year Standard Product, 2-Year Modified Product, 1- Year Cables and Accessories Warranty

i. Dytran warrants **Standard Products** (defined as products manufactured as Catalog Model numbers for regular inventory-keeping purposes) to be free of defects in materials and workmanship for a period of **five years** after shipment.

ii. **Modified “M-Number” Products** (defined as products designed, manufactured, and tested to customer-specific requirements) are warranted to be free of defects in materials and workmanship for a period of **two years** after shipment.

iii. Cables and Accessories are warranted to be free of defects in materials and workmanship for a period of **one year** after shipment.

iv. Exclusive Remedies:

During the warranty period, Dytran will, at its option, repair or replace products which prove to be defective in materials and/or workmanship. Dytran shall not be liable for any incidental or consequential damages caused by the failure of its products.

v. **Please Note:** Modified (M-number) products made to customer specifications **cannot be returned or exchanged**, but if it is possible to modify them further (at additional cost) to better suit your application, we will advise you accordingly at the time of occurrence.

vi. Returning Standard Products and Modified Products to Dytran for Warranty, Service, or Repair

Please see Page 2, Section II, vi.: **How to Make a Warranty Claim**,

and

Page 2, Section II, viii: **Optional Technical Evaluation Offer**

V. The Quad™ Sensor Educational Donations

i. **The Quad™** offers a unique opportunity for undergraduate and graduate degree engineering students and faculty members to obtain Dytran sensors for their thesis papers and research experiments **free of charge**. To become eligible, simply contact our Total Customer Satisfaction representative at the factory in Chatsworth, CA to receive authorization.

Sensors listed on The Quad™ are fully calibrated to their precise performance values and are working properly, but may be slightly “off-specification”. Check factory for details.

We encourage students and faculty/staff receiving sensors from The Quad™ to post their work on our site when complete. Find out more about this exciting program today!

VI. Sensor Exchange™ Qualified Sensor Trade-In Program

i. Dytran customers are offered an additional Sensor Select™ Benefit when you trade in qualifying competitive IEPE, Charge Mode and DC response MEMS sensors for an equivalent Dytran model. Customers may receive **up to 15%** off the purchase price of any NEW Dytran equivalent model (ask our Sales Applications Engineers for assistance in determining qualifying models).

Note: Determination of qualifying models for the Sensor Exchange discount is at the sole discretion of Dytran.

Sensor Exchange™ offer may not apply to “high volumes” of sensors; call or email us to let us know what you have and we will make a determination.

VII. General Statement: Right to Exclude:

i. Dytran, at its sole discretion, reserves the right to exclude any person, corporation, or entity from participating in these Customer Benefits Programs.

The mere advertising of these Benefits as a means to describe a Total Customer Satisfaction incentive program does not contractually or legally obligate Dytran, or its Agents, Representatives, or Distributors in any way, shape, or form prior to a confirmed sale on a written (and accepted) Purchase Order.

ii. Exclusive remedies:

The remedies provided herein are the Buyers’ sole and exclusive remedies. Dytran Instruments shall not be liable for any direct, indirect, special, incidental, or consequential tort or any other legal theory.

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