



Dytran Instruments, Inc. Customer Benefits Policies

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 contact our Total Customer Satisfaction Manager, Jessica Change at jchange@dytran.com for complete details.

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