

progettazione elettronica,  
integrazione sistemi  
assistenza

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To Our Clients  
Warranty terms

## WARRANTY TERMS OF SARA EQUIPMENTS

- 1) All SARA equipment are warranted against defects in material and workmanship for a period of **TWO** years from the date of purchase, under normal use.
- 2) SARA will replace or repair a product that was found to be defective by SARA during the warranty period as its discretion.
- 3) VAT, Customs and other local taxes are the responsibility of the client.

## LIMITATION OF WARRANTY

- 4) Warranty does not cover cables, case paints, operating systems, flash memory cards and other components subjected to variable operative stress; software, firmware are covered by a separate warranty statement, see below.
- 5) Warranty does not cover shipping cost and labour cost outside our laboratories.
- 6) Warranty does not apply if the product:
  1. has been altered, except by SARA technical personnel or authorized personnel
  2. has been damaged due to errors or defects in cabling
  3. has not maintained in accordance with instructions supplied with the instrument
  4. has been subjected to abnormal physical or electrical stress, including lightening strike, misuse, negligence or accident
  5. removal of serial number stamp

## WHO CONTACT FOR A RMA and WHAT INFORMATION PROVIDE?

- 1) Contact SARA at our laboratories with the email: [info@sara.pg.it](mailto:info@sara.pg.it), or by FAX at +39 075 5006315 or by phone at +39 075 5051014 and ASK FOR TECHINCAL SUPPORT. The technical support will tell you if the unit have to be returned for repair.
- 2) Keep ready to be asked for or directly provide the following information:
  1. Dealer name
  2. Date of purchase
  3. Problem description
  4. Model name and Serial number
  5. Troubleshooting actions taken so far

#### WARRANTY REPAIR

- 1) Before send an equipment for repair ASK THE AUTHORIZATION to us. We will accept the return only goods shipped following our instructions.
- 2) SARA will carefully test the product and will repair or replace if it will be found defective.
- 3) If the malfunction is due to a manufacturing defect it will be repaired, tested and calibrated as necessary and in adherence to factory specified in the technical documents supplied with the product.
- 4) If the malfunction is due to an issue not covered by warranty, a 30,00 € evaluation fee will be applied plus the cost of the repair. Actual laboratory workmanship rate is 50,00€ per hour, plus parts.
- 5) If the product cannot be repaired a refurbished replacement or a new part, or a higher quality product will be provided.
- 6) If the malfunction cannot be duplicated in laboratory the unit will be returned with “no problem found” and a evaluation fee of 30,00€.
- 7) When a repair is accomplished the warranty period will be NOT postponed and it will expires according to the normal warranty period.

#### WARRANTY ON SOFTWARE AND FIRMWARE

Software and firmware (the software embedded in electronic boards and circuit) is warranted to be working in the essential of the purpose of the device for a period of six months. Errors in software programming will be periodically fixed in successive releases of the software, it will be responsibility of the user to upgrade the software and, if possible, the firmware; when it is not directly possible to upgrade the firmware SARA will provide instructions on how to do it or how to replace components or boards to obtain the firmware upgrades. If needed a trouble on firmware (not software) will be treated as a instrument defect.

Mauro Mariotti  
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