

**A:** Unit 101, 2330-190th Street,  
Surrey BC V3S 3W7  
**T:** 1877 822 1455 **F:** 604 538 5203  
**W:** www.westlab.com



# PRODUCT WARRANTY STATEMENT

Thank you for choosing a quality Westlab product. Please read all warranty and maintenance documentation.

<b>Product Code:</b>	663-507C, 663-508C, 663-512C, 663-543C
<b>Description:</b>	Westlab Analytical Balances
<b>Warranty Period:</b>	24 Months



Westlab warrants that this product will be free of defects in material and workmanship for a period of twelve (24) months from the date of purchase.

Request for warranty are to be in writing and state model, date of installation, serial number, and the reason for application for warranty claim.

This warranty will only apply if:

- the purchaser provides proof of the date of purchase;
- the product has been installed, operated and maintained in accordance with Westlab's instructions. If in doubt contact Westlab Pty. Ltd. for details; and
- the product has not been sold, teased, licensed or otherwise disposed of by the original retail customer.

## WARRANTY EXCLUSIONS

- Any defects deemed by us to be attributed to negligence, misuse and/or accident in observing operating instructions
- If locations where the balance will be exposed to airflow, extreme temperature change, direct sunlight or electromagnetic field have not been avoided.
- Where usage of the balance has not been strictly in accordance with the user manual.
- Electrical faults and surges due to connection to inadequate power.
- Calibration of unit.

## AFTER-SALES SERVICE AND SUPPORT

- Contact Westlab Pty. Ltd. via email at sales@westlab.com or by phone or 1877 822 1455 should your product become defective or you require support.
- Westlab will immediately ship a replacement unit at no additional cost\*
- Note: Calibrations can be performed onsite by end user.

*\*Subject to stock availability.*



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## WESTLAB LIMITED WARRANTY STATEMENT

1. Subject to the provisions of this warranty, Westlab Pty Ltd agrees with their customer who purchases this product to repair or replace the product if it is found to be defective at any time during the warranty period, subject to the terms of this product warranty and Westlab general terms and conditions.
2. Westlab Pty Ltd undertakes to repair or, at its option, replace without cost to the owner either for material or for labour any part of the product for the period specified on the Product Warranty Statement.
3. This warranty will only apply if:
  - (a) the product has been installed, operated and maintained in accordance with Westlab Instruction Manual. If in doubt contact Westlab for details and
  - (b) the product has not been sold, leased, licensed or otherwise disposed of by the original customer.
4. This warranty will not apply to damage due to:
  - (a) use of the product in other than normal laboratory circumstances;
  - (b) water damage.
  - (c) power outages or surges;
  - (d) normal wear and tear;
  - (e) misuse, abuse, impact or accident.
  - (f) any fault or damaged caused by incorrect installation or use of the product
  - (g) the product was not purchased from Westlab or an authorised Westlab dealer.
5. Prior to returning any product under this warranty, approval from Westlab must be obtained and a Return Stock Authority (RSA) must be attached to any approved returns.
6. The purchaser will bear the cost of all transportation or freight charges or any other charges incurred in returning defective products for repair or replacement, together with the cost of returning them to the purchaser, unless otherwise determined by Westlab Pty Ltd.
7. Subject to any condition or warranty implied in favour of the purchaser by any applicable law which cannot lawfully be excluded, to the fullest extent permitted by any applicable law the liability of Westlab Pty Ltd under this warranty or in connection with the product is limited to:
  - (a) the replacement of the products or the supply of equivalent products;
  - (b) the repair of the products;
  - (c) the payment of the cost of replacing the products or acquiring equivalent products at the discretion of Westlab Pty Ltd
  - (d) The payment of the cost of having the products repaired, at the election of Westlab Pty Ltd.
8. Other than as set out in this warranty, to the fullest extent permitted by law:
  - (a) all terms, conditions, warranties, to the fullest extent permitted by law: whether express or implied, statutory or otherwise, which are not expressly set out this warranty and which are related to on in any way connected with the product or the use of the products, are hereby excluded; and
  - (b) Westlab Pty Ltd will not be under any liability to the purchaser or any other person in respect of any loss, injury or damage (including consequential loss or damage and whether due to negligence, deliberate conduct or any other cause and whether arising in contract, in tort, under statute or in any other way) which may be suffered or incurred or which may arise directly or indirectly as a result of or in any way connected with the product or use of the product.
9. Limitation of Liability
  - (a) The maximum liability of Westlab Pty Ltd under this limited warranty shall not exceed the actual purchase price paid for the product. To the maximum extent permitted by law, Westlab is not responsible for the direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or any other legal theory. Some countries do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages in which case this will not apply.

