

CIC Photonics, Inc. Warranty and Tech Support Statement (February 24, 2009)

1. All analyzers sold by CICP will be warranted by CICP; customers should contact CICP if any problem occurs. If in troubleshooting the problem CICP determines that the problem does in fact reside with the ABB Bomem component, then CICP will take complete responsibility for contacting ABB Bomem whether or not the ABB Bomem component is in warranty.
2. CICP's warranty on IRGAS Systems is two years after date of shipment; warranty on fragile optical elements will be limited to 90 days after shipment, except in cases where CICP determines the defects to be due to operator or process induced.
3. CICP's technical support will be free and unrestricted in content for a period of three months after date of shipment; thereafter technical support services will be billed at the hourly rate of \$250.00 for service. CICP offers 24/7 telecommunications.
4. In order to provide prompt repair services, CICP will maintain in inventory at all times replacement parts for user-serviceable items, such as the internal laser and IR source for the FTIR spectrometer and replacement mirrors, O-rings, and windows for the gas cell.
5. When deemed feasible by CICP for the customer to make repairs, and the customer agrees to do the repairs, CICP will make the parts available by overnight shipping and will provide instructions to the end user for the repair.
6. When an instrument is returned to the CICP factory for repair, CICP will first inspect the instrument to determine whether warranty repair is applicable and, if not, what repairs are required at what cost to the customer; customer authorization will always be required prior to implementing the repairs. A base inspection fee applies to all non-warranty repairs (\$995 for gas cells and \$1995 for spectrometers).
7. Instruments to be returned to CICP for service are to be shipped at the customer's expense; if covered by warranty the repaired instrument will be shipped back at CICP's expense; if not covered by warranty, the return shipping and insurance charges will be added to the customer's invoice.
8. If circumstances for repair dictate that CICP send a service engineer to a customer location, CICP will send a factory-trained engineer from its own staff, regional distributor/sales office, or an ABB Bomem-authorized service engineer.
9. CICP assures its customers that all services will be performed in the most timely and cost-effective manner possible. The end-user may choose between requesting an onsite service technician or a return-to-factory" option.
10. CICP will provide a listing of AfterMarket (Out-of-Warranty) Repair/Replacement Parts and Components.