



ION Science Ltd  
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## Limited Warranty Statement for Ion Science Ltd Products

1. Ion Science Ltd warrants Products, parts and components manufactured and sold by the organization. Ion Science Products will be free from hardware or software related defects in design, materials and workmanship affecting the normal operation of the Products.
2. The Standard Warranty Period is twelve (12) months from date of manufacture for all parts not considered as consumables. Extended Warranty is offered on all instruments, except the Ara range for single Gas Monitor (see point 3 below) .
3. Ion Science offers an Extended Warranty Period of up to five (5) years on the Tiger, and up to two (2) years on other Ion Science Instruments including the Tiger<sup>LT</sup> but excluding the Ara. An instrument's Extended Warranty Period commences from the date purchased from Ion Science, or the Authorised Ion Science Distributor. The Extended Warranty period is only conditional on registering a product online (see terms and conditions below).
4. For the Ion Science Ara range of single Gas Monitors, covering O<sub>2</sub>, CO, H<sub>2</sub>S and SO<sub>2</sub>, Ion Science offer a two (2) year warranty. The "Hibernation" Models of Ara, covering CO or H<sub>2</sub>S are offered with the same stocking allowance and a three (3) year Warranty. Note that this cannot be extended.
5. In circumstances where no evidence of date of purchase from an Authorised Ion Science Distributor can be obtained, the date of instrument manufacture will be used.
6. Ion Science Ltd warrants the product only through the Authorised Distributor the unit was purchased from, unless returned to Ion Science Ltd directly. Unauthorized service or repairs invalidates both standard and Extended Warranties.
7. If Ion Science Ltd receives notice of any such defects during the Standard Warranty Period or Extended Warranty Period and the Product is shipped freight prepaid to Ion Science Ltd or an Authorised Service Centre, Ion Science Ltd will at its sole discretion either repair or replace the Product if it is found to be faulty and generally not in breach of any other condition in this document. Any such replacement for the Product may be either new or equivalent in performance to new. Replacement or repaired parts will be warranted for only the unexpired portion of the original warranty, or an additional 90 days (whichever is greater).
8. Ion Science Ltd instrumentation is generally designed for a long life >ten (10) years use, and with regular service and care they will provide reliable measurements for many years. This is reflected in the Extended Warranty Period cited below with the exceptions noted.
9. The Extended Warranty Period is offered in excess of the Standard Warranty Period and is conditional upon the instrumentation being regularly maintained and used in normal operation. Additionally the instrumentation should have an annual service/calibration at Ion



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Science Ltd or an Authorised Service Centre.

10. In circumstances where the instrument needs non-warranty service, before warranty repair can take place, a charge will be requested to cover the non-warranty costs. This includes any “consumables” as well as annual calibration if the instrument has not been returned to an Authorised Service Centre during the normal warranty period.
11. Both Standard and Extended Warranty does not apply to defects in the Product resulting from improper or inadequate maintenance and repair or calibration, or through instrument misuse, (i.e. not used in accordance with the instruction manual, or if used outside its designed scope of use and which may not be covered in the manual, or used with other supplies not furnished by Ion Science Ltd), or unauthorised modification or misuse, or operation outside of the published specifications including extreme temperatures, or through lack of annual calibration, service, or any loss of parts, or from abuse or accidental damage, or ingress of substances into the electronics or sample lines, or excessive wear and tear on mechanical parts. Both Standard and Extended Warranty does not apply to customer replaceable / moving parts and consumables (see table below for details).
12. For any accessory or spare part clearly identifiable as made by a company other than Ion Science, the original manufacturer's warranty, if any, will apply.
13. Payment of any sort by Ion Science Ltd other than the repair or replacement itself is not considered part of this policy.
14. Ion Science does not accept liability outside this Warranty Statement for repairs carried out under this Warranty Statement.
15. To the extent allowed by applicable law, the above warranties are exclusive and no other warranty or condition, whether written or oral, is expressed or implied. Ion science Ltd specifically disclaims any implied warranties or conditions of merchantability, satisfactory quality and/or fitness for a particular purpose with respect to the products extended warranty.
16. To the extent allowed by applicable law, the remedies in this Warranty Statement are your sole and exclusive remedies.
17. Except to the extent prohibited by applicable law, in no event will Ion Science Ltd or any of its subsidiaries, affiliates or suppliers be liable for direct, special, incidental, consequential or other damages (including lost profit, lost data or downtime costs) arising out of the use, inability to use or result of use of the product, whether based in warranty, contract, tort or other legal theory, and whether or not Ion Science Ltd has been advised of the possibility of such damages. Your use of the Product is entirely at your own risk. Some countries, states and provinces do not allow the exclusion of liability for incidental or consequential damages, so the above limitation may not apply to you.



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18. Except to the extent allowed by applicable law, the terms of this limited Warranty Statement does not exclude, restrict or modify, and are in addition to, the mandatory statutory rights applicable to the sale of the product to you.

**To receive your Extended Warranty Period please register your product online:**

<https://www.ionscience.com/gas-and-leak-detectors/customer-support/register-your-instrument/> (see below for details).

Instruments	Extended Warranty Period
Tiger & Tiger Select (see exclusions below)	5 years
Tiger <sup>LT</sup> (see exclusions below)	2 years
Cub and Docking Stations	2 years
TVOC (see exclusions below)	2 years
GasClam Ground Gas Monitor (see exclusions below)	2 years
MVI Mercury Vapour Indicator (see exclusions below)	2 years
GasCheck G, GasCheck 3000 & 5000is, GasCheck Tesla (see exclusions below)	2 years
SF6 GasCheck PI:p	2 years
CalCheck	2 years
Titan	2 years
Falco (both Pumped & Diffusion Models)	2 years

**Exclusions** – please see examples of exclusions below. This is not an exhaustive list. Please contact Ion Science for further details.

Moving Parts and Consumables	Warranty Period
Cub Body (excluding MiniPID / Lamp unless new MiniPID or Lamp has been fitted)	1 year**
MiniPID and 10.6 eV PID lamps	1 year
Ara O <sub>2</sub> or CO or H <sub>2</sub> S or SO <sub>2</sub>	2 years
Ara CO or H <sub>2</sub> S Hibernation Models	3 years
11.7eV Tiger Lamps & 11.7eV MiniPID lamps	3 months ***
SF6 P1p NIC sensor	200 hours before refurbish
Ion Science Rechargeable battery packs	1 year
Titan Lamp LA4STL3.2	6 months
Hydrosteel 6000, 7000 sensors	1 year
Titan Air Sep Filter A-875232 & Titan Detector Module	6 months
Pump, pump motors, diaphragms, fans, valves	1 year
Tiger Filter Clamp	On receipt of part only
Filters, Titan carbon filter, Titan hydrophobic filter, electrode stacks, fuses, software, batteries (other than those of Ion Science), battery covers, interfacing parts, access screws, key pads, probes, O-rings, instrument seals and collector plates.	On receipt of part only
CH4 Sensor and CO2 Sensor for GasClam	18 months
O2 and toxic gas Sensors for GasClam	1 year



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**Note: Ion Science Warranty is subject to the following Terms & Conditions below:**

The Ion Science **Extended Warranty Period** on instruments will only be provided by registering your instrument online within 1 month of purchase via:

[www.ionscience.com/instrument-registration](http://www.ionscience.com/instrument-registration)

**\*\* Note.** The Ion Science Cub Body is supplied with a one (1) year warranty but, if the original Cub that is being replaced has more than a year's warranty remaining, the new Cub Body will inherit the remaining Warranty from that original Cub being replaced.

**\*\*\* Note.** The Ion Science 11.7eV Lamp is covered by a three (3) month warranty from date of sale by Ion Science which covers manufacturing defects only. To comply with conditions of warranty, the 11.7eV Lamp must be stored in the Lamp Container with desiccant, when not in use.

Please go to this area of our website and fill in the required details. You will be emailed to confirm that your Extended Warranty Period has been activated and processed. In cases of not being able to access the internet, Ion Science Ltd can be contacted directly to register the instrument.

- Instruments used for hire, loan or demo are excluded from any Extended Warranty.
- Extended warranty is not transferable to any other user and cannot be exchanged for money or goods.
- Both the Standard Warranty Period and Extended Warranty Period covers labour and repair costs only. It does not cover calibration, carriage, general consumable parts, instrument misuse and accidental damage. If annual calibration has not been carried out by an Authorised Service Centre on the instrument prior to the required repair, Ion Science or the Authorised Service Centre will charge for a full service and calibration after any repair is undertaken.
- Extended Warranty is offered in good faith. In case of any dispute, the final decision on any terms and conditions remains at the discretion and solely at the decision of Ion Science.
- Lamp warranty is defined in respect to the ability of the lamp to strike in the unit and give a reasonable output when calibrated.
- TVOC Lamp Warranty and MiniPID Lamp Warranty is dependent on Ion Science Ltd approving the application set up, should this not be approved by Ion Science Ltd or its authorised distributor then warranty on lamps will be limited to 6 months.
- NIC sensors returned within warranty, but with reasonable use will be refurbished, but the unused portion will be discounted off the refurbish price.

Please contact Ion Science for further details or clarification on any of the information provided in this document: [service@ionscience.com](mailto:service@ionscience.com)

Warranty Statement updated 25<sup>th</sup> Jan 2022.