

## ***17.0 Warranty & Service***

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### **17.1 Obtaining Service For The FM Pro**

Aphex Systems supports its customers with spare parts and technical assistance. You may contact us by phone, fax, and the Internet. Out-of-warranty repair work should be performed only by qualified service personnel. We highly recommend using the factory or other authorized service agencies to obtain all repair work.

Units may not be shipped to Aphex for service without first obtaining an RMA (returned material authorization). Equipment received without an RMA may be refused for delivery and returned to the sender. Contact Aphex customer support for an RMA. The RMA number must be placed on the outside of the shipping carton to identify the unit. Please also include within the container a brief letter describing the defect or the problem's symptoms, your name and return shipping address, and contact telephone number for you or someone else who is familiar with the equipment problem.

You may contact Aphex customer support through:

Telephone 1-818-767-2929  
Fax: 1-818-767-2641  
Internet: techsup@aphex.com

Outside the USA, contact your local authorized Aphex distributor or dealer for service. You can find the appropriate world-wide service agencies by contacting Aphex Systems by phone, fax, or on the Internet.

### **17.2 Warranty Claims**

All warranty claims must be presented to the Aphex factory customer support department or to an authorized dealer, distributor, or agency for processing. Aphex does not honor unauthorized repairs under warranty claims. Unauthorized repairs and modifications to the unit may void the warranty at the sole discretion of Aphex Systems.

Warranty claims will be validated by the unit serial number and the purchase date. Generally, an owner registration form mailed to Aphex shortly after the date of purchase satisfies the requirements for warranty validation. In any case of doubt or the absence of a valid owner registration on file at Aphex, you may be required to furnish proof of the purchase date or proof of ownership to obtain warranty service. Units obtained through

fraudulent means such as units known or suspected to be stolen goods will not be honored under warranty claims.

Factory supplied field upgrade kits installed by the customer will be honored under warranty if all installation procedures were properly followed using adequate care and workmanship. Damage caused by careless or unskilled workmanship or accident is the full responsibility of the owner and may void the warranty which is solely at the discretion of Aphex Systems.

### **17.3 What Is Covered**

Refer to the warranty certificate for further details.

## Aphex Systems Ltd. Limited Warranty

**PERIOD**

One year from date of purchase

**SCOPE**

All defects in workmanship and materials. The following are not covered:

- a. Voltage conversions
- b. Units on which the serial number has been defaced, modified, or removed
- c. Damage or deterioration:
  1. Resulting from installation and/or removal of the unit.
  2. Resulting from accident, misuse, abuse, neglect, unauthorized product modification or failure to follow instructions contained in the User's Manual.
  3. Resulting from repair or attempted repair by anyone not authorized by Aphex Systems.
  4. Occurring from shipping (claims must be presented to shipper).

**WHO IS PROTECTED**

This warranty will be enforceable by the original purchaser and by any subsequent owner(s) during the warranty period, so long as a copy of the original Bill of Sale is submitted whenever warranty service is required.

**WHAT WE WILL PAY FOR**

We will pay for all labor and material expenses for covered items. We will pay return shipping charges if the repairs are covered by the warranty.

**LIMITATION OF WARRANTY**

No warranty is made, either expressed or implied, as to the merchantability and fitness for any particular purpose. Any and all warranties are limited to the duration of the warranty stated above.

**EXCLUSION OF CERTAIN DAMAGES**

Aphex Systems' liability for any defective unit is limited to the repair or replacement of said unit, at our option, and shall not include damages of any other kind, whether incidental, consequential, or otherwise.

Some States do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.