

Aerotech Herman Nelson Intl. Ltd. - Warranty Policy

Last Modified: June 2017

1. Warranty terms and conditions are stipulated in the limited product warranty. (i.e., 1 year limited warranty excluding labour.)
2. All claims for warranty must include the following information:
 - Description of the failed part; part number where available.
 - Unit model number and serial number.
 - Date of service and shipment

CLAIMS WITH INCORRECT OR INSUFFICIENT DATA WILL NOT BE PROCESSED

3. Warranty parts will be issued by Aerotech Herman Nelson Intl. Inc. on a F.O.B. factory basis. Upon return and inspection of the defective part, a replacement (or under certain situations a repaired) part will be shipped "collect" to the authorized Aerotech Herman Nelson Intl. Inc. distributor. Credit will be issued only in certain situations, and must be authorized by the product or service manager. Warranty parts must be returned within 90 days of failure.

4. A Return Goods Tag issued by the manufacturer or an appropriate equivalent is to be completed and returned with the defective part. One tag per part is required.

5. All warranty parts are to be returned "freight prepaid". "Collect" shipments will be returned to the customer. Warranty return packages should be marked and the bill of lading must indicate "warranty return item(s)"

6. To qualify for warranty, the customer account must be current. When an account is in arrears, warranty parts are available on a C.O.D basis only. A warranty credit, when issued, will then be applied against the outstanding account balance.

7. At the discretion of the Product of Service Manager, authorization to "field scrap" parts may be issued. The Return Goods Tag must be forwarded to Aerotech Herman Nelson Intl. Inc. for all "feild scrapped" parts.

8. When warranty parts are obtained from a local source, the defective part must be returned with a Return Goods Tag. A credit for the part will be issued for warranty items. The amount of credit will be the current factory replacement cost.



AEROTECH HERMAN NELSON EXTREME PORTABLE HEAT BT400 SERIES

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