

# FlowTrax Limited Warranty

The FlowTrax Infusion Device Analyzer is warranted against defects in materials and workmanship for a period of four (4) years from the date of shipment to the original purchaser. Warranty is valid only to the original buyer. Defective equipment should be returned freight prepaid to Pronk Technologies. Equipment returned with defective parts and assemblies shall be either repaired or replaced at the manufacturer's sole discretion. This warranty is not applicable if the unit has been opened, if repair has been attempted, if the unit has been damaged due to operation outside the environmental and power specifications for the product, if a test fluid is used other than distilled water or due to improper handling or use, or if it has been calibrated by an unauthorized calibration lab.

Warranty is for a period of one (1) year from date of shipment to the original purchaser, when original purchaser is located outside North and South America. This warranty is extended to (2) years, if the product is calibrated by Pronk or a Pronk authorized service center within 14 months of original shipment. All other standards warranty terms apply.

If any fault develops, notify Pronk Technologies (*see Returns and Repairs*) giving full details of the difficulty, and include the model and serial number of the device. Upon receipt of shipping instructions, forward the device prepaid and repairs will be made at the factory.

If Pronk Technologies determines a fault has occurred as a result of test fluid being used that is not recommended, that repair will be billable. A repair during the warranty period resulting from non-recommended test fluids being used will be performed at a nominal flat rate. The warranty will be reinstated following that repair (i.e. if the repair occurs 3 years into the warranty, the warranty period will continue for one more year).

The foregoing warranty is in lieu of all other warranties expressed or implied, including but not limited to any implied warranty or merchantability, fitness or adequacy for any particular purpose or use. Pronk Technologies shall be liable only for repair or replacement of the FlowTrax Infusion Device Analyzer and optional features. Pronk Technologies shall not be liable for any incidental or consequential damages.

## Order Cancellation and Refund Policy

You may return your item within 14 days of delivery for a full refund. We are unable to exchange items however, if you received a defective or incorrect item, we will be happy to make an exchange). Item(s) returned for refund must be in its original condition, undamaged and with no missing parts, packed in its original packaging, and include both the original receipt and an RMA number.

We will notify you via e-mail or fax of your refund once we have received and processed the returned item. You can expect a refund within 7 to 14 business days of our receiving your return in the same form of payment originally used for purchase.

## Returns and Repairs

Please call Pronk Technologies' Service Department at 800-541-9802 to obtain a Return Merchandise Authorization (RMA) number and the shipping address. Returns should be packaged securely in the original packaging materials. The RMA number should be clearly marked on the packaging. If the return is for a new item and is a result of our error, we will make arrangements for payment of return shipping. Otherwise, items should be returned freight prepaid to Pronk Technologies.

**Services:**

<b>SERVICE ITEM NUMBER</b>	<b>DESCRIPTION</b>	<b>PRICE</b>
Annual FlowTrax Preventive Maintenance Service	Full checkout and calibration includes 17025 compliant certificate with “Before” and “After” calibration test results and tolerances for each parameter.	Call For Pricing
Unapproved Fluid Repair Service	<b>May be required if FlowTrax is used with anything other than Distilled or Deionized water.</b> Inspect, clean and replace as needed: (1) Fluid Path Assembly. 17025 compliant calibration certificate included.	Call For Pricing
Rejuvenation Service	FlowTrax rejuvenation service: inspect, clean and replace as needed: (1) Motor assembly (2) fluid valves, (1) filter assembly, (1) manifold, (1) valve block, (1) transducer and (1) check valve and cosmetic restoration. 17025 compliant calibration certificate included.	Call For Pricing