

After Sales Service Options:

Solent Scientific offer four routes to maintaining the Incubation Chambers we have supplied since 1997.

Standard Warranty.

All Solent Scientific products carry a 12 month Warranty the basic definition of which is:

Subject to fair wear and tear, and the due observance of any installation, user, storage, operating or maintenance instructions the Seller undertakes to replace or at its option repair free of charge to the Purchaser any goods which the Purchaser can establish are defective by reason of defective workmanship or materials and which are returned to the Seller carriage paid within 12 months of the date of receipt by the Purchaser.

Full details of the Warranty is listed in Clause 6 of our General Terms and Conditions of Sales which can be viewed at

<http://www.solentsci.com/files/terms%20and%20conditions%20of%20sale.pdf>.

Option 1: Ad Hoc Service

After the 12 month warranty period any repair/servicing needs can be covered on an Ad Hoc basis in Solent Scientific's workshop.

Each repair involves an initial inspection and diagnosis charge. The result of this will identify the additional charge to fix the fault and to re calibrate the heating system for optimum operation at the chosen set point.

Option 2: Extended Warranty and Ad Hoc Service.

After the 12 month Warranty period the same Warranty Cover can be extended for a period of up to 5 years and any repair/servicing needs will be covered on an Ad Hoc basis in Solent Scientific's workshop.

To enjoy this Extended Warranty an Extended Warranty Contract must be entered into before the 12 month Warranty expires.

Payment of this Extended Warranty is due before the Contract comes into force.

Option 3: Extended Warranty with Preventative Maintenance.

Here the Extended Warranty from Option 2 is extended to include a once per annum inspection and re-calibration of the heating system in Solent Scientific's workshop.

Any additional repair/servicing needs will be covered on an Ad Hoc basis in Solent Scientific's workshop. The cost of any parts which have come to the end of their Service Life lies outside this Contract.

To enjoy this Cover a Preventative Maintenance Contract must be entered into before the 12 month Warranty expires.

Payment of this Extended Warranty is due before the Contract comes into force.

Option 4: Comprehensive Service Contract.

Here the Preventative Maintenance Contract from Option 3 is extended to include all repairs and parts.

The Contract includes a once per annum inspection and re-calibration of the heating system in Solent Scientific's workshop.

All other repair/servicing needs will be covered in Solent Scientific's workshop.

To enjoy this Cover a Comprehensive Service Contract must be entered into before the 12 month Warranty expires.

Payment of this Service Contract is due before the Contract comes into force.