



Group Headquarters:
195 Clarksville Road
Princeton Junction, NJ 08550
Phone: (609) 716-4044 Fax: (609) 716-0706

Group Offices Worldwide:
• Athens • Paris • Cambridge •
• Rotterdam • Beijing • Navi Mumbai
• Kuala Lumpur • São Paulo • Buenos Aires
Antwerpen, Düsseldorf, Houston

PRODUCTS & SYSTEMS DIVISION

PRODUCT WARRANTY

MISTRAS Group Inc. warrants its electronic boards and system products of its manufacture to be free from defects in design, workmanship and material under normal use and service for a period of **one year (twelve (12) months)**, after the date of shipment, and **ninety (90) days** in the case of electromechanical and motion control based components and sensor/transducer products. MISTRAS will repair or replace free of charge (excluding freight/shipping charges) all defective parts in systems which are returned to the factory in Princeton Junction, New Jersey, U.S.A. (or MISTRAS Authorized Repair Center) (freight prepaid), within the above applicable warranty period; and provided that our inspection discloses that the defects are as specified as above, and provided further that the equipment has not been altered or repaired other than with authorization from MISTRAS and by its approved procedures, has not been subject to misuse, abuse, improper maintenance, negligence or accident, damaged by excessive current or otherwise had its serial number or any part thereof altered, defaced or removed and warranty stickers are in place. Damage due to shipping must be immediately reported to the carrier and the MISTRAS Customer Service Department. All defective items released hereunder shall become the property of the seller.

OEM parts used in MISTRAS systems or sold as accessories will be warranted for **six (6) months**. OEM items include monitors, printers, modems and non-MISTRAS manufactured computer items and **ninety (90) days** in the case of DVD/CD Drives, hard disk drives and battery packs.

NO OTHER WARRANTIES ARE EXPRESSED OR IMPLIED INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. MISTRAS IS NOT LIABLE FOR CONSEQUENTIAL DAMAGES.

Please read the Instruction Manual thoroughly as to installation, operation, and maintenance. Should you require additional assistance in servicing this equipment, please contact your nearest MISTRAS Regional Office or the factory directly. Returned products will not be accepted at the factory without a **Return Authorization (RMA)** number. This is obtainable from our Princeton Repair Department (609) 716-4044 or by email at: customer.service@mistrasgroup.com.

Management Approval

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David Kaskie, VP Products & Systems

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