



Warranty & Field Support Policy

We at Jensen Instrument Company have always been committed to provide the best support and solutions to our customer's applications, in a timely manner. We are a *supplier*, not a service contractor which limits our ability to service the products we provide due to liabilities and contractual limits.

The following is Jensen Instrument Company's policy.

Warranty Support

Jensen Instrument Company will provide on-site check-out (as a consultant) of the equipment we provide. If the problem is with our equipment, we will do everything in our power to correct the problem through repair or replacement in the most expedient time possible. However, if the problem is due to improper installation (mechanical or electrical), and/or configuration, we will require a purchase order to compensate us for our time. \$95.00/hour (onsite time only)

Start-Up and Training

Jensen Instrument Company will continue our tradition of after sale support with an introduction for first-time use of a product. If more in-depth start-up assistance, or training is required for operation and maintenance personnel, a purchase order would be required at the above rate.

NOTE

Jensen personnel are not trained instrument technicians. They are not allowed to wire or install equipment. They are qualified to assist (consult) your maintenance personnel in a support capacity.

Jensen Instrument Co. is committed to your successful implementation of the products we represent.

We look forward to working with you in making your business more profitable.