

HemoFlow™ Warranty & Extended Service Policy

New Products

Applied Science, Inc. (ASI), warrants that new HemoFlow™ products are free from defects in material and workmanship under normal use and service for a period of one (1) year from the date of delivery by ASI or its authorized agent. If any defect should occur during the warranty period, the purchaser should contact ASI or its authorized agent.

This Warranty does not apply to any HemoFlow™ which has been repaired by anyone other than an authorized ASI agent; to any ASI product that has been altered in any way so, as in ASI's judgment, it affects the performance of the product; to any product that has been subject to misuse, negligence or accident; or, has had the serial number altered, effaced or removed. Incorrect installation of batteries or insertion of any power source other than the proper HemoFlow Battery Charger for rechargeable units voids this Warranty. This Warranty also excludes any ASI product which has been used for any other use than as stated in the Operator's Guide or used other than in accordance with instructions supplied by ASI

This warranty is in lieu of all other warranties expressed or implied and of all other obligations or liabilities on ASI's part. This Warranty gives the purchaser specific legal rights. The purchaser may also have other rights that vary from state to state.

During the above one year warranty period, the HemoFlow™ will either be repaired or replaced with a reconditioned comparable model at ASI's option. The HemoFlow™ must be returned, shipping prepaid, to ASI or its authorized service facility. ASI will pay for standard UPS Ground return shipping within the United States. The customer is responsible for all International shipping costs.

Extended Warranty Period. The above full-coverage Warranty can be extended in one year increments up to a maximum total of three years, for an additional cost detailed below, provided the extension is purchased within 30 days of the time of delivery of the HemoFlow products to the customer. Contact ASI for pricing information.

A maximum of 2 additional years of Warranty may be purchased.

After-Warranty Repair Services. ASI offers full repair service for all HemoFlow products that are no longer covered by a warranty. The typical fee for labor, processing, and return UPS Ground shipping within the United States, but not including parts cost, is \$180 per repair visit per unit repaired.

For all HemoFlow™ service requirements, contact ASI for a return authorization at:

Applied Science, Inc.
964-B Golden Gate Terrace
Grass Valley, Ca. 95945 USA
530-273-8299, 530-273-8399 FAX
Toll Free 1-866-HEMOFLO (1-866-436-6356)
Email: support@applied-science.com