

## **Endress + Hauser (E+H) Warranty Information sheet.**

Dear E+H Customer,

We're sorry to hear that you are experiencing a performance problem with one of our devices. This is not normal, and we want to get it resolved ASAP. There are a few things you can do to help speed up the process. At E+H we track all our Warranty claims to help identify early any Manufacturing issues, so we can address them, and to make it easier to get things back on track for you.

To make a claim, please have the Product Code and the Serial Number of your device (if you can take a photo of the ID sticker for reference). Please be prepared with any errors codes you are seeing and the background of what you are experiencing – and when it occurs.

You can contact our Service Department (details below) or your local Sales Office on 1300 363 707.

### **Service**

**Endress+Hauser Australia**

**Tel. 1300 363 707**

**Tel. +61 2 8877 7000**

**Email: [service.au.sc@endress.com](mailto:service.au.sc@endress.com)**

We need you to return the device to us for inspection and repair/replacement using your freight Company. The device needs to be clean and free of any Process contaminates and we will ask you to confirm in writing that you have cleaned the device prior to packing and shipping (as you can imagine we want our Technicians to be safe and not be exposed to anything hazardous). To assist you in doing this after your initial call is made, we will Email you your Case number, along with the return Address label, and a Declaration of Decontamination form to be signed and attached to the outside of the box confirming it is clean and nonhazardous.

These days Instrumentation can be very complex devices with a range of adjustable settings, and this combined with unexpected process conditions, or less than ideal installations, can sometimes cause poor measurements which aren't necessarily the device's fault. When sent to us, we test your device extensively, and often we cannot replicate a fault, or the device is fine, and the problem lies elsewhere. We will performance test and verify your device on our test equipment and give you a written report. For this we ask for a nominal \$300 Inspection fee.

If we find that the problem has been caused by external damage, such as the wrong voltage applied, physical damaged sensors etc, we will offer to repair (if possible) or replace the Instrument at your cost. If you go ahead with this, we will waive the Inspection fee.

If the device has failed and it's our fault we will repair or replace the device, if you have purchased a replacement, we will Credit your account. See our FAQ's for further information:

## **Warranty Claim FAQ's**

### **How long is E+H's Warranty Period?**

E+H's standard warranty is 12 months. If you took up our commissioning offer it will be 24 months. Some Projects are sold with extended warranty. Just contact E+H to find out.

### **I don't have the details of my purchase (Invoice or Order) what do I do? I don't know if the device is still in Warranty.**

E+H Business systems track most sales by Serial number, so as long as you have the Serial number and model number, we should be able to confirm the details.

### **How do I contact E+H?**

For Warranty claims its best to contact our Service department whose details appear on the previous page. You can also contact your local Sales office on 1300 363 707. Our full contact information can be found here at:

<https://www.au.endress.com/en/contact>

### **Does E+H pay for the removal of the Device from the process?**

- No, E+H's warranty is "back to base". We will reimburse any freight costs incurred if the device is found to be at fault.

### **What do I do if I need a replacement quickly?**

Contact E+H and purchase a replacement device. If the device is at fault and can't be repaired, we will Credit your account. If the device is not faulty, will be returned to you.

### **Why are you charging me an inspection fee?**

E+H charges an inspection fee when we inspect and test your device and it performs to specification and it is not faulty. This often occurs when the device is suspected as being faulty, but the problem lies elsewhere with the installation, wiring, or an unforeseen process issue or characteristic that is present. As this is not a warranty issue, the fee is to cover the cost of the inspection.

### **How long does it take for the investigation?**

For the initial inspection we aim for feedback within 7 working days, if it involves further factory-based inspection, we will advise you of the anticipated feedback date within the first 7 days

### **What if I'm not happy with the Warranty determination and my claim has been rejected?**

If you are not happy with our initial assessment you can escalate your claim to our Managing Director who will review the claim with you.