Reach-in/Bench top Chamber warranty

This warranty shall apply only to reach-in and bench top chambers purchased directly from canden products llc. Warranty terms are subject to change without notice.

One year Labor warranty
This warranty shall cover any defects reported to canden products llc within one year of the date of purchase, normal wear and tear excepted. This warranty shall cover labor costs, and shall be limited to the replacement cost of the product. All labor shall be performed by an authorized canden products technician or contractor.

One year Shipping warranty

This warranty shall cover any defects reported to canden products llc within one year of the date of purchase, normal wear and tear excepted. This warranty shall cover shipping cost of defective product to/from anywhere within continental usa to factory in st.louis,mo for a period of one year from date of purchase .This warranty shall be limited to the replacement cost of the product

TEN YEARS
This warranty shall cover any defects in the products heating and cooling system for a period of ten years from the date of purchase, and shall apply to defects in the thermoelectric cooling module, thermoelectric cooling fan, finned heat exchanger. This warranty shall be limited to the replacement cost of the failed part(s), and shall not cover diagnostic or installation labor, chamber circulation fan, humidity systems, control relays, limit switches or other control devices.

LIMITED LIFETIME
This warranty shall cover any defects in the incubator temperature and humidity controller(s) for the lifetime of the incubator and shall be limited to the replacement cost of the failed controller, and shall not cover diagnostic or installation labor.

Claims. Warranty claims must be submitted to canden products llc prior to any work being performed. Upon contacting canden products llc , customer shall be issued a Warranty Repair Authorization Number. All faulty chambers, up on issue of authorization number for repair-need to be shipped to factory where the chamber will be fixed and returned to customer site immediately. Shipping from/to factory is free for the first year. Customer responsible for packing and shipping the chamber safely using factory approved shipping parts. Please store/save original shipping /packing parts. Please contact tech support for approval forms prior to shipping. If customer ships without approval a service fee and stocking fee will be charged.

Excluded Work. Upon receipt of a warranty claim, Canden products llc may incur diagnostic labor and travel costs prior to ascertaining the precise nature of the failure. If the required repair work is not covered under warranty, Customer may be responsible for all diagnostic costs, with the exception of telephone or email diagnostic support provided by Canden products llc employees.

Transferability. All warranties are nontransferable and shall extend only to the original purchaser of the incubator.

Misuse and Unauthorized Service. Abuse, misuse, mishandling, unauthorized modifications or repairs, or any use of the products contrary to its original purpose shall immediately void all warranties. Service work, other than regular preventive maintenance, must be authorized in writing by Canden products llc or its employees prior to such work being performed.

Preventive Maintenance. Failure to perform preventive maintenance services at regular intervals as outlined in the incubator operations and maintenance manual provided at the time of purchase shall void warranties if, at the sole discretion of Canden products, such failure may be deemed to have contributed to the reported defect.

Limitation of Liability. This warranty shall be limited to the purchase price of the incubator, and canden products llc retains the right to repair, replace or refund any defective incubator or incubator component, at its sole discretion. Canden products llc shall not be liable for any indirect or consequential damages arising from any malfunction, mishap, or performance of the insect incubator. Customer is responsible to implement appropriate backup alarm system or other system failure contingency plan as appropriate to the value of any product or research contained in the insect incubator.

Prior Warranties. Any warranty claim shall be honored according to the terms of the warranty in effect at the time of purchase as outlined in the written Offer or Letter of Quotation.

Choice of Law. This warranty shall be governed under the laws of the State of Missouri.

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For any questions or to initiate a Warranty Claim email- tech@candenproducts.com