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.

This warranty shall cover any defects in the products heating and cooling system for a period of three years from the date of purchase, and shall apply to defects in the thermoelectric cooling module, thermoelectric cooling fan. 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.

This warranty shall cover any defects in the chamber temperature and humidity controller(s), sensor,relays for three years and shall be limited to the replacement cost of the failed controller, and shall not cover diagnostic or installation labor.

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. 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 chamber.
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 chamber 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 chamber, and Canden products llc retains the right to repair, replace or refund any defective chamber or chamber 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 chamber. 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 chamber. 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