

ali-Q® PIPETTE LIMITED WARRANTY

VistaLab Technologies, LLC warrants the ali-Q Pipette against defects in material and workmanship for **2 years** from the date of purchase*.

To activate your new pipette warranty, register on our website at www.vistalab.com. Proof of purchase may be required.

The ali-Q pipette is manufactured and inspected to ensure optimal performance and durability. VistaLab guarantees that your new pipette will be free from defects in materials and workmanship and promises the original purchaser to repair or replace any defective part or item, at the sole discretion of VistaLab Technologies, during the guarantee period.*

Contact Technical Support to arrange for warranty service. Customer will be issued a Return Material Authorization (RMA) # and must return defective equipment to:

VistaLab Technologies, LLC
Pipette Repair – [RMA# XXXXX]
60 Jon Barrett Rd. Patterson, NY 12563
(914) 244-6226

Pipettes sent without reference to an assigned RMA# will be returned to the customer without service. Customer is responsible for shipping and insurance charges. VistaLab Technologies, LLC assumes no responsibility for damage to the pipette as a result of improper packaging.

Upon receipt, the pipette will be inspected to identify the cause of malfunction. Warranty is voided under conditions including, but not limited to:

- Damage resulting from improper handling, unauthorized modification, or use with corrosive chemicals or ancillary products not supported by VistaLab Technologies, LLC
- Lack of routine preventative maintenance (cleaning, replacing seals, lubricating).
- Performance specifications of ali-Q Pipettes have been established and are guaranteed when using VistaLab Pipette tips.
- VistaLab Technologies does not guarantee pipette performance with serological pipettes other than VistaLab brand.

ali-Q pipettes must be serviced every 6-12 months by an accredited institution for this warranty to remain valid. Go to www.vistalab.com/service for service order options. This warranty is exclusive; no other warranty is expressed or implied.

****Service and Shipping & Handling fees still apply for routine calibration and repair services. Warranty does not cover damage or errors caused by lack of routine maintenance.***