



Rigaku KT Series Handheld LIBS Analyzers Standard 12-Month Warranty Program (North American Region)

Rigaku Analytical Devices offers a standard 12-Month instrument warranty for its KT Series of LIBS based analyzers. The models covered by this program are the KT-100 and KT-100S (new or factory certified pre-owned (CPO)) analyzers.

Note that the same coverage is offered for extended warranty periods when additional years are added with initial purchase of either a new or CPO analyzer.

Warranty Includes:

- 1) Priority Technical Support including
 - a. A 24-hour customer support line to collect customer information and provide escalation as needed.
 - b. Priority second tier support with manufacturer trained technicians and engineers during normal business hours (8:00 am -5:00pm EST, M-F).
- 2) If repair is needed, Rigaku Analytical Devices will issue Return Material Authorization (RMA) with instructions for return. The Customer/End User is responsible for all costs associated with shipping the unit back to a Factory Authorized Repair Facility.
- 3) All repair costs including parts, labor, and 2-day return shipping are covered by this warranty.
- 4) Rigaku Analytical Devices addresses warranty repairs with priority in an effort to minimize end user downtime.
- 5) All software and firmware upgrades are covered under this Warranty.
- 6) Coverage for all standard accessories (docking station, battery, etc).

Warranty Program Exclusions:

- 1) Any damage incurred due to misuse, improper storage or handling of the instrument.
- 2) Equipment and/or Accessories misplaced or lost.

The above is a summary of the salient warranty features and is not intended to be comprehensive in nature. Questions concerning this document or for more details regarding the KT Series of handheld LIBS Analyzer warranty should be directed to Rigaku Analytical Devices.