

# Warranty

**All Hoffer products purchased from HiTechFlow.com are covered by Hoffer Flow Controls warranty policy listed below. All warranty inquiries should be sent directly to Hoffer Flow Controls.**

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## Limited Warranty Policy For Hoffer Flow Controls

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HOFFER FLOW CONTROLS, INC. ("HFC") warrants HFC's Precision Series and API Series of turbine flowmeters to be free from defects in material and workmanship under normal use and service, only if such goods have been properly selected for the service intended, properly installed and properly operated and maintained as described in the turbine flowmeter manual. Reference "turbine flowmeter manual" for specific details. This warranty shall extend for a period of five (5) years from the date of shipment to the original purchaser and covers the Precision Series and API Series of flowmeters supplied with their standard hybrid ceramic ball bearings only. All other HFC products carry a one (1) year warranty. This warranty is extended only to the original purchaser ("Purchaser"). *Purchaser's sole and exclusive remedy is the repair and/or replacement of nonconforming goods as provided in the following paragraphs.*

In the event Purchaser believes the Hoffer product is defective, the product must be returned to HFC, transportation prepaid by Purchaser, within the appropriate warranty period relative to the product. If HFC's inspection determines that the workmanship or materials are defective and the required maintenance has been performed and, has been properly installed and operated, the product will be either repaired or replaced, at HFC's sole determination, free of additional charge, and the goods will be returned, transportation paid by HFC, using a transportation method selected by HFC.

Prior to returning the product to HFC, Purchaser must obtain a Returned Material Authorization (RMA) Number from HFC's Customer Service Department within 30 days after discovery of a purported breach of warranty, but not later than the warranty period; otherwise, such claims shall be deemed waived.

If HFC's inspection reveals the Hoffer product to be free of defects in material and workmanship or such inspection reveals the goods were improperly used, improperly installed, and/or improperly selected for service intended, HFC will notify the purchaser in writing and will deliver the goods back to Purchaser upon receipt of Purchaser's written instructions and agreement to pay the cost of transportation. If Purchaser does not respond within thirty (30) days after notice from HFC, the goods will be disposed of at HFC's discretion.

HFC does not warrant the product to meet the requirements of any safety code of any state, municipality, or other jurisdiction, and Purchaser assumes all risk and liability whatsoever resulting from the use thereof, whether used singly or in combination with other machines or apparatus.

This warranty shall not apply to any HFC product or parts thereof, which have been repaired outside HFC's factory or altered in any way, or have been subject to misuse, negligence, or accident, or have not been operated in accordance with HFC's printed instructions or have been operated under conditions more severe than, or otherwise exceeding, those set forth in the specification.

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FOR NON-WARRANTY REPAIRS OR CALIBRATIONS, consult HOFFER FLOW CONTROLS for current repair/calibration charges. Have the following information available BEFORE contacting HOFFER FLOW CONTROLS:

1. P.O. number to cover the COST of the repair/calibration,
  2. Model and serial number of the product, and
  3. Repair instructions and/or specific problems relative to the product.
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