

# INSTRUMENT WARRANTY AND SERVICES

**Optical Building Blocks Corporation**

Your OBB instrument represents a substantial investment. OBB can help you guard that investment with warranty and service programs. So that you can evaluate the various programs OBB offers, this document provides complete details of the following:

- OBB Standard Instrument Warranty
- OBB Instrument Service
- OBB Extended Warranty Program

For additional information or a quotation for an Extended Warranty or Preventative Maintenance Contract, call OBB Services at 1-609-894-1541, or e-mail [contact@OBB1.com](mailto:contact@OBB1.com).

## **OBB Standard Instrument Warranty**

### **Warranty Period and Extent**

1. Optical Building Blocks Corporation (OBB) warrants that its instrument systems will meet stated specifications for a period of one (1) year. The warranty period will start on the date of shipment by OBB. In case of systems that include installation by OBB, the warranty will start from the date of installation or thirty (30) days after the shipping date, whichever is earlier. This warranty is in lieu of all other warranties, expressed or implied, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose. OBB shall not be responsible for any liability, loss or damages, caused or alleged to be caused, by the system, as a result of use or operation including, without limitation, consequential damages and loss of profit

### **Specific Exclusions and Limitations**

2. It is recognized that the performance of consumable items will diminish as a function of use, and that it may be necessary to replace such items to restore the stated specifications. Consumable items (arc lamps, filters, cuvettes, lenses, fiber bundles etc.) are not covered by the warranty.
3. The use of arc lamps not supplied by OBB (or approved in writing by OBB) will void OBB's warranty on all illuminator subsystem components
4. If there is any evidence of physical contact with coated optics (e.g. fingerprints), the warranty on that item will be voided.

5. Optical components realigned by the customer without specific permission from OBB will no longer be warranted. Please note that the customer is responsible for changing lamps and aligning the lamp after installation. Aligning the lamp will not void the warranty unless other exclusions are applicable (no. 3 and 4).
6. In case of systems that include installation as part of the original purchase, unpacking the instrument by anyone other than OBB personnel may void the warranty or incur extra costs.
7. Moving systems to another site within a facility or to another location will void the OBB warranty. It is recommended that authorized OBB personnel be hired for a one-time service visit when moving a system.
8. Hardware upgrades performed on the OBB computer workstation (e.g., add-in boards) not authorized by OBB will void the warranty.

### **Warranty Returns**

A Return Material Authorization (RMA) Number must be obtained from the OBB Service Department before any items can be shipped to the factory. Returned goods will not be accepted without an RMA Number. All goods returned to the factory for warranty repair should be properly packed to avoid damage and clearly marked with the RMA Number. OBB will incur the shipping fees for warranty returns. There is a minimum fee of \$500.00 USD on no fault found items.

### **Warranty Repairs**

Warranty repairs will be done either at the customer's site or at the OBB plant, at OBB's discretion. All service rendered by OBB will be performed in a professional manner by qualified personnel.

### **Software**

OBB makes no warranties regarding either the satisfactory performance of the software or the fitness of the software for any specific purpose.



## **OBB Non-Warranty Instrument Service**

If your equipment should require servicing, please contact the OBB Service Department. In many cases, service can be expedited by troubleshooting the problem by phone.

A Return Material Authorization (RMA) Number must be obtained from the OBB Service Department before any items can be shipped to the factory. Returned goods will not be accepted without an RMA Number. The customer will bear all shipping charges.

All goods returned to the factory for repair should be properly packed to avoid damage and clearly marked with the RMA Number. A minimum charge of \$250.00 USD for evaluation will be charged for all non-warranty returns.

Repairs are warranted for a period of 90 days from the date of repair invoice. Please note that the repair warranty applies only to the repair performance, not the entire instrument. In the event an instrument has been severely damaged or requires an extraordinary amount of servicing, please contact the OBB Service Department for an instrument evaluation and estimate.

### **Contacting the OBB Service Department**

The OBB Service Department operates during the hours of 8:00 AM to 5:00 PM EST, Monday through Friday, excluding locally observed and OBB holidays. During off hours a detailed voice message may be left on OBB's line at 1-609-894-1541 or a detailed e-mail may be sent to [contact@OBB1.com](mailto:contact@OBB1.com).

### **Scheduled Service**

Scheduled Service will be performed at OBB's earliest convenience. Contact the Service Department at 1-609-894-1541 or [contact@OBB1.com](mailto:contact@OBB1.com) to request a quotation for on-site service. Be sure to include your system serial number during all communications. A telephone or e-mail response will be issued within 48 hours from original contact.

### **Emergency Service**

Under special circumstances emergency service may be available upon request.

## **OBB Extended Warranty Program**

The OBB Extended Warranty Program provides customers with the assurance of continued system performance over time. This program extends the original OBB instrument warranty terms for OBB manufactured components for one (1) year. Extended warranties may be purchased for a total of two (2) years following the expiration of the original warranty. The price of the Extended Warranty Program is 8% per year of the original purchase price of the system.

A system must be under valid warranty, or a scheduled paid service visit must have been performed, in order to be eligible for an extended warranty contract.

*OBB reserves the right to refuse an extended warranty contract.*

### **Limitation of Liability**

OBB's exclusive liability for breach of warranty shall be limited to correcting the defective workmanship and/or repairing or replacing defective parts within ninety (90) days from the date of performance of the work or installation of the parts.

### **Prices and Payment**

Payment terms must be approved, in writing, by OBB.

**For additional information or a quotation for an Extended Warranty, contact the service department at 1-609-894-1541 or [contact@OBB1.com](mailto:contact@OBB1.com).**



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