

# PRODUCT WARRANTY GEOPHYSICAL PRODUCTS

BICRON will repair, at no charge, any detector which fails (as a result of loss of hermetic seal, poor workmanship or defective materials **within the period of time specified from date of shipment**) to withstand mechanical shock on each axis, thermal shock and thermal excursions as specified for each detector.

This warranty does not apply to detectors which have exceeded the mechanical and thermal excursion limits, as noted below, or which have been subject to misuse, mishandling or damage. This warranty does not apply to any detector which has sustained visible damage to its housing.

Do not expose scintillation crystal to ultraviolet radiation from fluorescent lamps or sunlight.

Specific customer specifications as noted on BICRON engineering documents and/or BICRON engineering drawings may also be applicable.

All other types of GEOPHYSICAL detectors unless specified otherwise have one-year warranties.

## ONE-YEAR WARRANTY ITEMS

F & FX Style: Standard and standard with glass to metal seals.

## TWO-YEAR WARRANTY ITEMS

G Style: Standard and standard with glass to metal seals.

SG & SG-XR Style: Standard and standard with glass to metal seals.

MWD and MWD-XR Style integrated detector assemblies.

## PHOTOMULTIPLIERS

For photomultipliers, BICRON passes on to the customer the warranty that BICRON receives from the photomultiplier manufacturer, which in most cases is one-year, but in some cases is less than one-year.

## GENERAL

This warranty applies only to the original purchaser of the detector and only to product with serial numbers still legible. This warranty does not apply to any detector whose performance fails as a result of mishandling, abuse, accident, physical damage, improper installation, submersion in water, or exposure to vacuum. This warranty does not apply if the product has been modified or altered without BICRON's express approval.

BICRON's obligation hereunder shall be limited to the repair or replacement, at our option, of any detector or any part thereof which, upon receipt and examination, proves to have been defective within the specified warranty period. **BICRON IS NOT RESPONSIBLE FOR DAMAGES OF ANY KIND INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND CONSTITUTES THE FULFILLMENT OF BICRON'S OBLIGATIONS TO THE PURCHASER.**

A claim against the BICRON warranty must be made within the warranty period. The purchaser must obtain a Return Materials Authorization (RMA) number from BICRON's sales/service organization (**440/564-2251**) prior to shipment. The RMA number must be referenced on the packing list and other documentation. All detectors being returned for warranty repair should be adequately packaged; use of original BICRON shipping material and container will help assure that no damage occurs in transit or storage. Product claimed defective or non-conforming will be returned to BICRON freight prepaid by the purchaser with a statement identifying the reason(s) for the return, BICRON part number and serial number. *Please ship against a return purchase order rather than a debit memo.* Product returned to BICRON that is found to be in good working order or damaged for causes not covered by this warranty will be subject to a service charge. Upon completion of repairs, detectors will be returned to the purchaser freight prepaid.



**BICRON**<sup>®</sup>

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