

# Techcon Fluid Dispensing Systems & Consumables Warranty Policy

## Dispensing Systems

**Dispensers & Controllers:** Dispensers and controllers are warranted against any defects in materials or workmanship for one (1) year from the date of purchase by the original owner.

**Valves:** Valves are warranted against any defects in materials or workmanship for one (1) year from the date of purchase by the original owner.

**Accessories:** Accessories are warranted against any defects in materials or workmanship for six (6) months from the date of purchase by the original owner.

If the product is damaged due to misuse, such as using the equipment for a purpose it was not designed, or if there are unauthorized modifications, the warranty is voided.

**Repairs Covered by Warranty** - Techcon/OK International will repair or replace defective items free of charge at its sole option. A Return Material Authorization (RMA) number must be obtained before returning any goods. The customer pays for inbound freight, and OK International pays for return freight of the same category.

TECHON FLUID DISPENSING SYSTEMS			
WARRANTY PERIOD - FROM DATE OF PURCHASE			
MODEL	POWER SUPPLY	ACCESSORIES	CONSUMABLES
Dispensers	1 year	6 months	See next page
Controllers	1 year	6 months	
Valves	1 year	6 months	
Techkit Mixers	1 year	6 months	
PC Pump/Meter Mix	1 year	6 months	
Robots	1 year	6 months	
Jet Valve	6 months or 500 million pulses - whichever comes first		



## Consumables

“Consumables” are primarily plastic disposable parts, such as syringes, pistons, dispense needles, taper tips, cartridges, plungers, etc.

Techcon/OK International warrants these products against dimensional issues, visual defects, or damage. OK International will replace defective consumable items free of charge at its sole discretion. Replacement of consumable parts is determined on a case-by-case basis and normally validated by return of sample parts to Techcon for inspection. A Return Material Authorization (RMA) number must be obtained before returning any goods. The customer pays for inbound freight, and OK International pays for return freight of the same category for replaced consumables.

If it is determined that the products have been misused, such as using the products for purposes they were not designed for, or if there are unauthorized modifications, then the guarantee is void.

Please note: Plastic consumables have a recommended “shelf life” or “use by” of two (2) years from the date of delivery. If the consumables are stored appropriately, they may be usable beyond that date. Techcon/OK International cannot guarantee their quality after the two-year period.

