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WARRANTY PERIODS

The warranty periods are set by each Business Unit. They are listed below, and have been agreed with each BU Head, and are what apply to their Business Unit's products:

Surge protection equipment: 10 years from date of invoice.
Hazardous Area equipment: 5 years from date of invoice.
Process I/O equipment: 1 year from date of installation or 18 months from date of invoice (whichever occurs first)
Software products: 12 months from date of invoice.
Factored products: Period as stated on invoice, from date of invoice (see list below)

These periods now appear on the Terms and Conditions of sales invoices and quotations printed at Luton. The factored products for which different warranty periods apply are listed below. These products currently have a statement appearing against each relevant line on the Luton sales invoice where it is different from the general terms offered by the Business Unit. Sales offices producing local invoices may choose to take the same approach.

The following factored products have a 12 month warranty:
MTL675, 676, 678, 679 and accessories from 3M Touch Systems
MTL646 and 647 from BEKA
MTL5500 Series from Hans Turck
MTL853/854/895 from Bartec
MTL8000 1/1 products (MTL8xx) from ABB
MTL8123/8223 from Ingenion
BUS8800L-MBS and TPT1 from Sysmik GmbH

The following factored products have a 24 month warranty:
MTL5991, 8913 and 8914 from Power One
MTL860 from Phoenix Mecano

The following factored products have a 36 month warranty:
MTL661, 661-ABS and 662 from Fluidwell

In addition, the AMS software products are covered by the warranty from Emerson/Fisher-Rosemount. We receive a 5 year warranty from Relcom on their products, so these fit within the standard HABU conditions without the need for a different statement like those above.

The periods listed above are the ones that must be used in any discussions with customers, and must appear on any local invoice or quotation documents you produce, where you quote warranty terms.

This is the standard warranty arrangement, and is what the company will routinely honor. Special BU warranty schemes, such as Warranty Plus for Surge or extended warranties for MOST, are given or sold separately from the above terms, and must appear as a separate line item on any sales orders, so that we can easily identify when they apply. Details of such schemes will come directly from the relevant BU. Queries on the standard BU warranty policies or any special schemes should be addressed directly to Product Managers or Head of the Business Unit in question.