

Product Limited Warranty Scintillation Detectors

Scintillators Included in this Warranty: NaI(Tl), CLLB, CsI(Tl), CsI(Na), BGO, CdWO₄, Lanthanum Halides, LYSO, Organics, YAG(Ce)

All Luxium Solutions scintillation detectors are manufactured from high quality crystal, processed to obtain the best possible performance and assembled and packaged in accordance with advanced design and engineering techniques. Each detector assembly is tested prior to shipment and is accompanied by a data sheet bearing the performance specifications of the detector at the time of shipment. These records are maintained by us for future reference over the length of the warranty period.

WARRANTY COVERAGE

Luxium Solutions will repair or replace, at no charge, any scintillation detector which fails within a period of **two (2) years from the original date of shipment*** as a result of faulty construction or failure of the hermetic seals.

Standard warranty is based upon exposure to a normal laboratory environment. This is defined as air at normal pressure and any humidity, at a temperature between +40°F and +110°F (+4°C to +43°C) which temperature does not change at a rate greater than 15°F (8°C) per hour and which does not heat or cool any region of the detector such as to produce a temperature gradient of greater than 5°F (3°C) across the affected region. For more information, refer to the "Handling and Care of Scintillation Detectors" which is available on our website www.luxiumsolutions.com.

Detector assemblies designed for use in specific applications where severe environmental conditions may be encountered carry a specific warranty. Please contact sales/customer service for further explanation of warranties.

INCORPORATED PHOTO DETECTORS

Some products may contain photo detectors, such as Photomultiplier Tubes (PMTs), Photodiodes (PDs) and Silicon Photomultipliers (SiPMs), which are incorporated into the product provided by Luxium Solutions. For these photo detectors, we pass on to the customer the original manufacturer's standard warranty, which in most cases is one year. See the specific manufacturer's warranty for details.

EXCLUSIONS

This warranty does not apply to any detector which fails as a result of abuse or exposure to a non-laboratory environment. This warranty does not apply to any detector which has sustained visible damage to its housing. This warranty does not apply to normal wear, tear, and degradation due to effects of aging. This warranty does not provide coverage if the product has been modified or altered without Luxium Solutions' express written approval or if the product fails as a result of mishandling, abuse or accident.

LIMITATIONS OF LIABILITY AND EXCLUSIVE WARRANTY

This warranty provides coverage to the original purchaser of the product only and only to product with serial numbers still legible. In the event of a repair or replacement of any product pursuant to the terms of this warranty, the warranty applicable to the original product shall apply to the repaired or replaced product and will extend for the balance remaining of the original warranty period.

THIS DOCUMENT CONSTITUTES THE EXCLUSIVE WARRANTIES AND REMEDIES PROVIDED BY LUXIUM SOLUTIONS AND CONSTITUTES THE FULFILLMENT OF OUR OBLIGATIONS TO THE PURCHASER. THE WARRANTIES AND REMEDIES CONTAINED IN THIS DOCUMENT ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES AND WARRANTIES, WHETHER WRITTEN, ORAL OR IMPLIED BY STATUTE OR AT LAW, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR USE OR FITNESS FOR A PARTICULAR PURPOSE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR MAY DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A PURCHASER MAY SEEK A REMEDY UNDER IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

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**Note: BrillanCe (Lanthanum Halides) scintillation detectors produced prior to January 1, 2017 carry a 1-year warranty*



INSTRUCTIONS FOR RETURNING PRODUCT TO US

A claim against this warranty must be made within the warranty period. The purchaser must obtain a Return Materials Authorization (RMA) number from our sales/customer service organization 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 our original shipping material and container will help assure that no damage occurs in transit or storage. Product claimed defective or nonconforming must be returned to us freight prepaid by the purchaser with a statement identifying the reason(s) for the return, along with our part number and serial number. *Please ship against a return purchase order rather than a debit memo.* Product returned to us 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.



www.luxiumsolutions.com

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