

End of Instrument Life Policy

Definitions

End of Sale Announcement: Notification of the upcoming End of Sale date for the General Photonics Instrument. This will occur six months prior to the End of Sale Date.

End of Sale Date: The date the General Photonics Instrument is no longer able to be ordered.

End of Warranty Support Date: The last date to receive full Warranty support on a General Photonics Instrument. During the period between the End of Sale Date and the End of Warranty Support Date, General Photonics will provide all warranty services including, where possible, accessing replacement parts etc. to support the Warranty on all General Photonics Instruments/Products. The End of Warranty Support Date will be 12 months after the End of Sale Date.

Last Date of Support: The last date to receive support on a General Photonics Instrument. After this date, all support services for the General Photonics Instrument are unavailable, and the product has become obsolete.

Basic Policy

General Photonics will provide support, repair, software updates and calibration services for General Photonics Instruments for 5 years after the End of Sale Date. During the initial 1 year period after End of Sales Date, General Photonics will provide full Warranty, Repair and Calibration support for all General Photonics Instruments . After the initial 1 year period after End of Sale Date, and up to 5 years after the End of Sale Date (i.e. the Last Date of Support), General Photonics will provide support that includes answering customer questions via telephone, e-mail, fax etc, investigating reported issues, providing software patches and other information/support that can assist the customer's application. If replacement parts are still available, General Photonics will endeavor to source the replacement parts to repair any General Photonics Instrument. During this period after the End of Warranty Support Date and before the Last Date of Support the cost of any replacement parts and any labor required to diagnose any issue, calibrate or repair any General Photonics instrument will be quoted in advance of the work being performed and must be covered by a valid Purchase Order.

The Last Date of Support occurs Five (5) years after the End of Sale Date and no repair, calibration or updates will be available after this date. Electronic copies of the user manuals will be retained by General Photonics indefinitely but will not be posted on our web-site after the Last Date of Support.

General Photonics can create, at an additional cost, a custom agreement to extend support for your General Photonics Instrument. This custom agreement can add significant time to the life of your General Photonics Instruments, possibly extending into the past the regular Last Date of Support.

Trade-In Discount

The owner of a General Photonics Instrument that has been superceded by a newer model can return the General Photonics Instrument to General Photonics and may receive a discount from the current List Price for the newer model . Please Contact General Photonics for details.

For any questions, pelase email us at info@generalphotonics.com

General Photonics Team