

## CUSTOMER SATISFACTION WARRANTY

Hansen Technologies is proud and confident of its products and will strive its utmost for total customer satisfaction. However, in the event that reasonableness fails, we shall conduct our business on the basis of the following WARRANTY.

All Hansen Technologies products, except electric motors and electronic items, are warranted against defects in workmanship and materials for a period of one year from date of shipment from the factory. This warranty is in force only when products are properly installed, maintained and operated in use and service as specifically stated in Hansen Technologies catalogs or bulletins for normal refrigeration applications, unless otherwise approved in writing. Electric motors and electronic items are warranted against defects for 90 days. Defective products or parts thereof, returned to the factory with transportation charges prepaid and found to be defective by factory inspection, will be replaced or repaired at Hansen's option, free of charge, FOB our factory. Warranty does not cover products which have been altered or repaired in the field, damaged in transit, or subjected to accidents, misuse or abuse. Products disabled by dirt or other foreign substances will not be considered defective.

Where critical temperature or products are involved, backup temperature controls and alarms are required. It is the responsibility of the installer to add devices (alarms, safety and limit controls, etc.) that protect against or warn of any operating control failure. Users and operators also must be aware that harmful refrigerant properties and pressure could damage products or injure people.

The express warranty above constitutes the only warranty of Hansen Technologies products, and is in lieu of all other warranties, expressed or implied, written or oral, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND HANSEN TECHNOLOGIES IS IN NO EVENT RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER. No employee, agent, dealer or other person is authorized to give any warranties on behalf of Hansen Technologies, nor to assume for Hansen Technologies any other liability in connection with any of its products.

We reserve the right to change specifications when necessary.

## RETURNED GOODS POLICY

Products returned are normally subject to a minimum 15% restocking charge. Restocking charge is based on actual invoiced amount. To ensure accurate and prompt processing of your Return, reference your original purchase order number, invoice number and Return Material Authorization (RMA) number in all communications. Freight on all return shipments must be "PREPAID".

Special construction products, special order pumps and custom length probes are non-returnable and cannot be cancelled once in production.

Any claims by Buyer for omissions, shortages, or discrepancies in pricing shall be waived unless Seller receives notice thereof within 30 days after Buyer's receipt of the shipment.

## RMA RESTOCKING CHARGES

The following restocking charges apply to new and unused items in original packaging and require no rework to restock.

Time from Invoice Date	Restocking Percent
12 months or less	15%
*Pressure Relief Valves (60 days or less)	25%

\*Pressure relief valves shipped more than 60 days from date code stamped on valve name plate or non-standard pressure settings are non-returnable.

## APPROVED REFRIGERANTS

The following list of refrigerants are approved by Hansen Technologies and are compatible with our standard gasket material.

R-22  
R-134a  
R-404a  
R-410  
R-507a  
R-717  
R-744

**ANY REFRIGERANT NOT LISTED REQUIRES APPROVAL BY HANSEN.**