

Summary of warranty, extended warranty and after sales service offerings for Memmert products

Camlab recognise the importance of providing our customers with a “whole life” solution when purchasing equipment from us. This includes providing technical support, help with selecting the right products for your need, the supply of consumables & spares, the provision of warranties & extended warranties, maintenance, servicing, repairs and calibration (including single and multi-point temperature mapping). This helps make Camlab stand apart from many of our competitors.

When buying new equipment from us, we offer a range of options to help give you peace of mind and these are summarised below.

Basic Warranty

Your Memmert product is supplied with a comprehensive manufacturers 3 year “parts only” warranty that excludes consumables and “lifer” items.

In addition to this 3 year parts only warranty, Camlab will repair any qualifying failure free of charge during the first 12 months of use (excluding consumables and lifed items). This means that the parts required for any qualifying failures during the first 3 years of use will be supplied free of charge and you will only be charged the labour and travel associated with any repair in years 2 and 3.

But our services and after sales solutions do not stop there!

Extended warranty options for your new product

In order to give you greater peace of mind, Camlab have a created range of exclusive extended warranty options for you which are summarised in the table below:

	Parts only Standard use	Warranty ext Standard use	Warranty plus Standard use	Warranty plus Heavy use
	Camlab exclusive			
3 year replacement parts warranty (excludes lifed items)	✓	✓	✓	✓
Replacement consumables (see below)	x	x	x	x
Replacement lifed items including materials and labour	x	x	✓	✓
Travel costs for repairs	x	✓	✓	✓
On site labour costs for repairs	x	✓	✓	✓
No of maintenance visits in 3 year period	x	0	1	3
Single point single temp calibration during maint visit	x	x	✓	✓
Full system check during maintenance visit	x	x	✓	✓
Fixed price temperature mapping options	✓	✓	✓	✓
Discounted temperature mapping options	x	x	✓	✓
Fixed price lifed item replacement	✓	✓	Incl	Incl
Discounts on future years cover	x	x	✓	✓
Access to technical specialists	x	x	✓	✓
Service agreement discount for multiple units	x	x	✓	✓

Consumables: User replaceable parts, filters, seals, lights & bulbs, knobs & handles, flange sockets (vacuum ovens)

Lifed items: Please note that the your product may have lifed items that require regular replacement

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Extended Warranty 3 years parts and labour (Warranty ext)

You can extend your warranty cover to include the cost of labour for the first 3 years. With the exclusion of consumables and lifed items, under the “Warranty ext” package, Camlab will repair any qualifying fault at no cost to you for the first 3 years from use. This includes the cost of materials, travel and on site labour giving you total peace of mind. After this period, a further range of service options will be available. You will also benefit from a range of fixed price options during the 3 year period including (i) remote single temperature checks, (ii) on site multi-point temperature mapping, and (iii) lifed item replacement.

Warranty Plus

In addition to the benefits of the “Warranty ext” detailed above, our “Warranty Plus” package also includes the replacement of the lifed items during a combined maintenance and calibration visit. This package offers discounts for additional like units and provides you with access to our technical specialists. After the 3 year period, you will benefit from a further range of service options that will be available at discounted prices.

The maintenance / calibration visit will be combined with the replacement of the lifed item and includes:

	Universal incubators / ovens (UIS)	CO2 incubators (CO)	Humidity chambers (compressor) HCP	Constant climate chamber (pelletier) HPP	Compressed cooled incubator (CIP)	International climate chamber (ICH)	International climate chamber (IHC)	Peltier cooled incubator (IPP)	Environmental test chamber (CTC)	Temperature test chamber (TTC)	Vacuum oven (VO)
Visual inspection of the equipment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check door alignment and operation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check door seals, locks and contacts (where fitted)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check door heater voltage (20v)		✓	✓								
Check and replace flange sockets as required											✓
Check air flaps and exhausts (where fitted)	✓										
Check and clean fans (where fitted)	✓				✓	✓	✓		✓	✓	
Check interior lights (where fitted)					✓	✓	✓				
Check and test steam generator and clean where required		✓	✓	✓		✓	✓		✓		
Check air filters and replace if necessary	✓										
Check sterile filters and replace every 24 months		✓					✓				
Check HEPA filters and replace every 24 months		✓									
Check and test switching power supplies and peltier fans				✓		✓	✓	✓			
Empty and clean drain pipe and drain nipples				✓	✓	✓	✓	✓		✓	
Check test and clean peltier fans and heat sinks				✓		✓	✓	✓			
Check and clean condensation tubes				✓	✓	✓	✓	✓		✓	
Check and test the chiller					✓	✓	✓				
Check and clean heat exchangers and cooling unit					✓	✓	✓	✓			
Check refrigeration insulation					✓	✓	✓		✓	✓	
Clean condensation tray, filter, drain and fins									✓	✓	
Check, test and clean pressure equalization									✓	✓	
Replace contactors (400v units) every 24 months	✓								✓	✓	
Replace main switch (400v units) every 24 months	✓								✓	✓	
Replace humidity pump every 24 months		✓	✓								
Replace door seals every 24 months											✓
Replace hose pump every 24 months									✓		
Portable appliance electrical test (PAT)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
System test to check operational parameters	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Single point single temperature calibration (160)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace / update service label	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replace hose pump every 42 months		✓	✓	✓		✓	✓				
Replace humidity sensor every 60 months		✓	✓	✓		✓	✓		✓		

- ✓ Only included where you have taken out a 3 year warranty contract
- ✓ Only included where you have taken out unbroken warranty / maintenance contracts for 5 years

Post warranty support

After the warranty on your product has expired, Camlab will continue to support you and your product throughout its continued life. These services can usually be made bespoke to your needs but our post warranty services include maintenance, repairs, the supply of consumables & spares, technical support and access to our field and repair shop specialist engineers.

The total “whole life” solution that Camlab provide is unrivalled!