

## No Fault Warranty

### 1. Eligibility

- A. C - series.
- B. D - series.
- C. DCS - series
- D. DCSB - series

### 2. Terms

#### A. Warranty

- 1. Valid for 12 months from purchase date or 2,000 hrs. in service.
- 2. The entire unit (accessories included) will be covered.
- 3. Coverage includes all defects due to workmanship and materials.
- 4. Does not cover items that are lost or damaged by freight carrier.

#### B. Freight

- 1. The customer is responsible for all freight charges under the No Fault Warranty.

#### C. Claims

- 1. Claims must be submitted through AKG Thermal System's RGA process.  
Through this process, determination will be made of warranty status before approval.
- 2. There will be a NFW check box on the RGA request form.
- 3. For documentation purposes we may ask some questions or ask for pictures.
- 4. After a duplicate claim from same customer, we will request unit/part back.
- 5. A \$0 cost order will be created by Customer Service to replace unit or parts and the RGA No. will be attached to it for reference.
- 6. If customer wishes for analysis after 1<sup>st</sup> failure, they may be subject to \$200 evaluation fee. PO will need to be processed prior to RGA processing.

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