



January 2025

## Hettich Warranty Information

**Products covered:** Hettich Products, Memmert Products.

**Document No:** L-WARRANTY-EN-01-2025

THE FOLLOWING TERMS GOVERN THE HETTICH WARRANTY POLICY FOR PURCHASES MADE IN THE **UNITED STATES** AND **CANADA** ONLY.

### Hettich Standard Warranty

Hettich Instruments, LP. ("Hettich") warrants to the purchaser ("Customer") that the Hettich product, including but not limited to the instrument, accessories, and individual components ("Product"), will be free of defects in workmanship and materials for a period of two (2) years from the date of shipment from Hettich. The Customer can find the ship date on the original packing slip or request the shipment information directly from Hettich. Customers may purchase additional years of coverage. Details are available by contacting Hettich directly.

The Customer is responsible for learning and following the proper installation and operating procedures for the Hettich product as explained in the Operators Instruction Manual. Failure to adhere to these guidelines may void warranty coverage.

Should a defect with the Product occur within the first 100 days of use (defined as 99 days from the date of shipment from Hettich), Hettich will arrange for the transport of the unit and any necessary accessories from the Customer to and from a Hettich authorized service center. Hettich, at its discretion, may choose to send someone on-site to conduct the warranty repair. The Customer must provide the appropriate accommodations for on-site service.

After this initial 100 days, the responsibility and expense will lie with the Customer to return the Product. However, Hettich will pay for the return of the Product to the Customer. In both instances, Hettich reserves the right to use the freight carrier and level of service of their choosing. Hettich is not responsible for any delays occurring during the transport of the Product. On-site service will require a purchase order to cover standard travel rates to the location.

A limited number of loaner units are available to the Customer while their Product is being repaired or in transport and will be made available at the discretion of Hettich.

Furthermore, all repair work must be completed at a Hettich-approved service center or by a Hettich authorized technician. Approval can only be granted by Hettich directly.

**Returns:** A Hettich representative will assign a Return Merchandise Authorization (RMA) number. The Product should be returned to Hettich using only approved packaging material and methods. Approval from Hettich is required before the item is to be returned. Any product returned to Hettich without an RMA and Hettich's prior approval voids any warranty claim. Hettich is not responsible for any damage to the Product or packaging that may occur during transport. The Customer is responsible for the cleaning and decontamination of any unit returned to Hettich for repair. Furthermore, the Customer must obtain and complete a 'Certificate of Decontamination' to accompany the return shipment.

Wear and tear parts that fail due to normal 'wear and tear' over time are designed to have a specific life expectancy. This warranty does not cover these parts, and replacement parts may be

purchased directly from Hettich. Wear and tear items will require replacement throughout the average lifespan of the Product.

Centrifuge rotors and buckets are under warranty from manufacturer defects until they have reached the indicated maximum number of operating cycles or stated expiration dates or for the duration of the standard centrifuge warranty, whichever comes first.

Excluded from this Standard Warranty is any damage caused during shipment, transport, or relocation of the Product following its initial receipt by the Customer. Damage caused by accident, impacts, fluids, spills, natural disaster, improper use, installation, or problems with the electrical supply, is not covered under warranty. Unauthorized changes made to the Product, tampering, or modifications to the Product will void all warranty coverage. Hettich shall not be liable for the loss of production, throughput, or efficiency due to user or equipment error.

This limited warranty is not transferable and will not apply to used or resold products. The warranty is subject to change at the sole discretion of Hettich. The latest version of this warranty is available online at [www.hettweb.com/terms-and-conditions/](http://www.hettweb.com/terms-and-conditions/).

### Hettich Centrifuge and HettCube Incubator Five (5) Year Warranty

The Hettich Five (5) Year Centrifuge and HettCube Incubator Warranty will extend our standard two (2) year warranty for an additional three (3) years. The Hettich Centrifuge or HettCube Incubator must be purchased between **January 01, 2021, through December 31, 2026**, to qualify. **Product registration is required to be eligible for the Five (5) Year warranty period.** The three (3) year warranty extension **does not apply** to HettCube Benchtop Incubator models 60 and 120. The HettCube 60 and 120 are covered by Hettich's standard two (2) year warranty only.

Registration is required to qualify for the Hettich Five (5) Year Warranty. You can register your Hettich Centrifuge or Hettich HettCube Incubator by completing the registration form at [www.hettweb.com/terms-and-conditions-warranty/](http://www.hettweb.com/terms-and-conditions-warranty/).

If you are unable to register online, a Hettich service representative can assist you with registration. Please call toll-free **1 (866) 370-4388** or email [service@hettweb.com](mailto:service@hettweb.com).

Failure to register your Hettich centrifuge or HettCube incubator for the Hettich Five (5) Year Warranty **upon receipt of the Product** will result in the auto-enrollment into the Hettich Standard Warranty. The Hettich Standard Warranty covers all Hettich branded products for a period of two (2) years. Please read the "Hettich Standard Warranty" for more information.

### Memmert Standard Warranty

Memmert brand products are governed by the Memmert worldwide three (3) year guarantee. Customers may purchase additional years of coverage. Details are available by contacting Hettich directly. Please see Memmert warranty terms at [www.hettweb.com/terms-and-conditions/](http://www.hettweb.com/terms-and-conditions/).



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## Hettich Warranty Registration Form

Thank you for your business. To support you best and to qualify for the Hettich Centrifuge and HettCube incubator five year warranty, please complete the warranty registration form below. [All fields are required.](#)

### Equipment

Model Name: \_\_\_\_\_

Product Reference Number: \_\_\_\_\_

Product Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

From whom did you purchase: \_\_\_\_\_

### Organization

Organization Name: \_\_\_\_\_

Org. Address 01: \_\_\_\_\_

Org. Address 02: \_\_\_\_\_

City: \_\_\_\_\_

State/Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Country/Region: \_\_\_\_\_

Health System: \_\_\_\_\_

GPO: \_\_\_\_\_

Industry: \_\_\_\_\_

### Department/Lab (Where the equipment will reside)

Department/Lab Name: \_\_\_\_\_

Department/Lab Address (check if same as above) ☐ \_\_\_\_\_

Dept. Address 01: \_\_\_\_\_

Dept. Address 02: \_\_\_\_\_

City: \_\_\_\_\_

State/Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Country/Region: \_\_\_\_\_

### Laboratory Contact

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

### Technical Service Contact

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**SUBMIT FORM**

To complete your registration, hit the submit button to email this form. Otherwise, please return this form to your local Hettich representative or email it to: [service@hettweb.com](mailto:service@hettweb.com).