

Warranty and Service

Limited Warranty

HANNA products are manufactured in our ISO 9001:2000 facilities, meeting the highest quality standards in the industry. HANNA's high standards also apply should a product be returned due to defects in material or workmanship. Our extensive warranty extends up to five years on some products.

Limitations: Warranted products may be returned for repair or replacement only at the discretion of HANNA. In some circumstances, remedy may constitute refund for the price paid for the product.

- Bench Meters: 2 year warranty
- Electrodes: 6 month warranty
- Pen Testers: 1 year warranty
- Checker HC Series: 6 month warranty
- Portable Meters (HI96XXX series, HI91XX series): 2 year warranty
- Portable Multiparameter Meters (HI9828 series, HI9829 series):
 - Meter: 2 year warranty
 - Cable: 1 year warranty
 - Sensor: 6 month warranty
- PCA:
 - Meter: 1 year warranty
 - Electrode: 6 months
- Mini Titrators:
 - Meter: 2 year warranty
 - Electrode: 6 months
- HI 901, HI 902, HI 903 Titrators:
 - Base Unit: 2 year warranty
 - Pump/Burette: 2 year warranty
 - Electrode: 6 month warranty
 - Hanna offers various maintenance plans. The cost is based on your location and the service required. Contact you Hanna sales representative or email tech@hannainst.com to acquire more details.

Instrument Service:

Warranty and non-warranty service, replacement, recalibration and repairs are performed by factory trained service technicians at one of HANNA's Technical Service Centers worldwide. All items must have a Return Goods Authorization (RGA) number that can be obtained by contacting the HANNA Technical Service Department. The RGA number should be clearly marked on the outside of the box and the unit shipped prepaid and insured. Any product not bearing an RGA number will be refused. All products returned for warranty repair or replacement MUST be preceded or accompanied with proof of purchase, such as the original invoice or packing slip. Under special circumstances it may be deemed necessary by HANNA to issue a Return In Advance (RIA). In such cases, the defective materials must be returned to HANNA within 30 days. Materials not returned within 30 days become chargeable. Materials must be packed properly to avoid damage during transport, which would render the warranty null and void. The sender is responsible for expediting any damage claims placed against the carrier.

In most cases, a flat minimum service charge applies to non-warranty repairs or recalibration. Please contact your local HANNA Technical Service Department for current rates. Any materials returned for repair which are considered non-warranty may be serviced at hourly cost (excluding parts) following subsequent notification and approval of such.

Product Return and Exchange

Returning Merchandise:

Full credit is offered to any purchase made directly with Hanna Instruments up to 30 days from the date of purchase. After 30 days, the terms of the warranty apply.

Should an instance occur when a product may need to be returned for exchange or credit, or should a discrepancy occur in a packing slip, HANNA must be contacted to obtain a Return Goods Authorization Number (RGA). Please follow these steps:

1. Within 30 days of receipt of merchandise call HANNA's Technical Service Department to obtain a Return Goods Authorization Number.
2. HANNA will issue a Return Goods Authorization Number.
3. The number must be clearly marked on the outside of the package being returned. Shipments not bearing a Return Goods Authorization Number will be refused.
4. Credit returns may be subject to a 25% restocking fee.

Terms and Conditions

Return shipments must meet the following requirements to be accepted for credit:

1. Products must be returned in the original packaging with labeling not defaced. All items returned will be inspected for credit worthiness. Credit will only be issued for product returned in like-new condition. No credit will be issued for product, which is not received in like-new condition.
2. All freight charges are the responsibility of the customer.
3. All chemicals and reagents being returned must be packaged in accordance with the laws and regulations of the governing country. Only unopened chemicals and reagents may be returned.

HANNA instruments reserves the right to change or modify the design of its products at any time without advance notice.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

Website: <http://hannainst.com/usa/index.cfm>