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## **CYTEC WARRANTY**

Cytec Corp. warrants that as of January 1, 1997, all products sold are free from defects in workmanship and materials for a period of five years with the exception of all CXM microwave relays as noted in the CXM bulletin, which are warranted for a period of one year. The warranty period begins one week after the date the system is shipping. Cytec also warrants that all products sold are fully Y2K compliant and do not contain hardware or firmware with date dependency issues. Terms and procedures for the repair of equipment covered under this warranty are listed below. A five year extended warranty agreement may be purchased with new equipment which will automatically extend the warranty term to 10 years. A five year extended warranty agreement may also be purchased at any time after the original warranty expires as long as the products in question are still being produced.

### **Terms and Conditions**

**1) Repairs Covered Under Warranty or Service Agreement** – Cytec will replace or repair any damaged component which fails during normal use. Normal use is defined as operation within the published electrical and environmental specifications for the equipment provided. This includes all electrical and mechanical components and subassemblies. Conditions not covered under the agreement include:

- a) Intentional abuse caused by switching excessive voltage, current or frequency. Contact Cytec if you are unsure of the rated levels for your system or have recurring problems of an unknown origin. Cytec will not question occasional minor repairs resulting from accidents. Repeated returns of equipment showing the same type of damage will cause Cytec to question why the damage is occurring.
- b) Physical abuse due to neglect, accidents or mishandling, such as dropping, improper shipping and handling, or improper storage.
- c) Exposure to environmental conditions not specified before purchase such as weather, mounting in vehicles, or harsh production environments.
- d) Acts of God.
- e) Damage due to modifications by the customer for which the equipment was not originally intended. Examples include: Replacing fuses with higher ratings than supplied, tapping power supplies for external use.

**2) Procedure for Repairs Under Warranty or Service Agreement** – Most repairs can be performed within 48 hours of return. The following procedures apply:

- a) Please contact Cytec before returning any equipment. Many problems can be resolved through technical support without a return being necessary. Technical support is available Monday through Friday, 8:00 AM to 5:00 PM, Eastern Time at: 1-800-346-3117, or 585-381-4740, or sales@cytec-ate.com.
- b) If technical support determines that the problem can not be resolved on site, an RMA (Return Merchandise Agreement) number will be issued to expedite the return.

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- c) The customer should ship the product to Cytec with the RMA number clearly marked on the outside of the box and any paperwork associated with the return. The customer is responsible for shipping costs to Cytec. The shipping address is:

Cytec Corp.  
2555 Baird Rd.  
Penfield, NY, 14526  
Attn: RMA #

Please include a return shipping address, a technical contact and their telephone number in case there is a need to speak with the end user to diagnose the cause of the problem.

- d) Warrantied repairs will be completed at no charge and as quickly as possible, usually within 48 hours. The product will then be returned to the customer Via UPS Ground or UPS Orange if the customer is outside of a three day shipping radius. If the customer requires a faster return, they must provide Cytec with a preferred freight carrier, method of shipment (e.g. priority overnight, standard overnight, two day, etc.) and an account number or they can have Cytec invoice them directly for the expedited delivery.

**3) Procedure for Repairs Not Covered Under Warranty or Service Agreement** – Cytec will invoice on a time and material basis for the repair of any equipment that is out of warranty. Most repairs can be performed within one week of the return. The following procedures apply:

- a) Please contact Cytec before returning any equipment. Many problems can be resolved through technical support without a return being necessary. Technical support is available Monday through Friday, 8:00 AM to 5:00 PM Eastern Time at: 1-800-346-3117, or 585-381-4740, or sales@cytec-ate.com.
- b) If technical support determines that the problem can not be resolved on site, an RMA (Return Merchandise Agreement) number will be issued to expedite the equipment return. The customer is responsible for shipping charges to Cytec. All products should be shipped to:  

Cytec Corp.  
2555 Baird Rd.  
Penfield, NY, 14526  
Attn: RMA #
- c) Please include a return shipping address, a technical contact and their telephone number in case there is a need to speak with the end user to diagnose the cause of the problem.
- d) There is a minimum charge of \$25.00 for all out of warranty products returned on an RMA. This simply covers the cost of paper work and diagnostics and will be credited towards any repairs. Cytec will estimate the cost of repairs and notify the customer with a recommendation. Typically, repair costs for individual modules do not exceed \$100.00. At this point, the customer can either authorize the repair or request that the product be returned as is. Authorized repairs will be performed as quickly as possible, typically in less than five business days.
- e) The product will then be returned to the customer by whatever shipping method they prefer. The customer is required to pay return shipping on products out of warranty.

# Cytec Extended Service Agreement Options

Cytec offers following two basic maintenance agreement options for products no longer under warranty:

## 1.) **Extended Yearly Service Agreement**

The shipment of damaged products to Cytec is the responsibility of the customer.. Cytec will then repair and return ship the equipment within 48 hours of receiving it via UPS ground at Cytec's expense. Expedited shipping by methods other than UPS ground will either be billed to the customer or shipped using their preferred carrier and account number. The cost of this agreement is determined by the product type, age and the overall size of the original system. The agreement may be renewed or extended at the term's end after price is renegotiated. See Terms and Conditions for further details.

## 2.) **Five Year Extended Warranty Agreement**

Cytec will provide a predefined set of spare components which should be kept on site by the end user and used to replace and repair any failed component. The failed component can then be returned to Cytec to be repaired under warranty at no charge. This method minimizes the user's down time and allows Cytec to repair the damaged components in a timely fashion so that they can be returned, restocked and are available should there be another failure. Pricing is based on Cytec's judgement of what would constitute an appropriate set of spares to cover the most likely failures. This price is determined by the product's type, age and the overall size of the original system. If any failure occurs which can not be repaired by replacing parts from the spare set, or if the problem is impossible to locate after seeking technical support from Cytec, the system or subsystem may be returned to Cytec for 48 hour turn around repair at no charge. See Terms and Conditions for further details.

**For a Quotation on any service agreement, please contact Cytec Sales at:**

**1-800-346-3117**

**1-585-381-4740 or**

**Sales@cytec-ate.com**

Please provide the following information:

Company Name

Serial number of any part associated with the original project.

Contact Person

Telephone, Fax or E-mail address

Desired length of agreement