



MultiWash Warranty Information

TriContinent operates an ISO 13485 registered manufacturing facility that delivers the highest quality products.

We stand behind the MultiWash with a **2-year** warranty. During the warranty period, should a MultiWash fail due to a defect in material or workmanship, call us with an explanation of malfunction and TriContinent will issue a Return Material Authorization (RMA) number for repair or replacement at our discretion. Do not attempt to repair the instrument, removing the case from the instrument will void the warranty.

It is the responsibility of the customer to determine the suitability of an application and the material compatibility of our product with your application.

When returning a product for repair or replacement, please contact TriContinent Customer Service to receive an RMA number. When calling please be sure to have the following information available:

- Catalog Number
- Serial Number
- Explanation of Malfunction

TriContinent will not accept the return of any product with out prior approval. TriContinent reserves the right to refuse a return of product that has been used with infectious microbiological or radioactive substances or any other materials that may be deemed hazardous. A minimum repair charge may occur for products returned for complaints that cannot be verified by TriContinent.

The RMA number should be referenced on the outside of the shipping container when returning to TriContinent.

Warranty Exclusions

The above warranty shall not apply for defective products resulting from:

- Improper or Inadequate maintenance by the customer
- Unauthorized maintenance or service
- Customer misuse
- Operation outside of the environmental specifications for the product
- Instruments returned without proper packaging

There is no warranty expressed for the following components:

- Valves
- Syringes
- Plungers / Seals

Note: For equipment damaged in shipping, please contact the shipper directly.