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FROG-4000 Warranty and Service Contract Information

Defiant Technologies offers a one year warranty on all new chemical detection instruments. This warranty begins when the instrument is shipped to the customer and covers defects in parts and workmanship. Defiant Technologies will replace, at no cost, parts that were defective. This warranty will not cover regular wear items (Ex: filters), consumables (Ex: calibration standards) or parts that are damaged through misuse or accident. Defiant Technologies reserves the right to determine the cause of damage by inspection of the instrument at our manufacturing plant.

In addition to the one year warranty, Defiant Technologies offers a one year service contract/maintenance program to maintain the FROG-4000 instrument in top working condition. This service contract extends coverage beyond the original warranty for an additional year. The service contract is priced at a flat rate of \$2,688.00 and runs on an annual basis. The service contract covers the following items:

- Technical support calls to the factory during regular business hours
- Replace the air pump
- Replace the PID lamp
- Firmware upgrade
- Software upgrade
- Replace activated carbon and molecular sieve scrubber materials
- New battery
- Replace display screen shield if scratched
- Clean, inspect, and recalibrate instrument
- Return shipping to US/Canada/Mexico

It is strongly recommended that the service contract be purchased by the end of the warranty to provide for continuous coverage of the instrument. Service contracts purchased after warranty expiration will be considered on a case-by-case basis. The service contract may be exercised at any convenient time during the one year period to return the FROG-4000 to optimal performance. Multiple service contracts may be purchased to provide multi-year coverage of the FROG-4000 instrument.