

CASI Warranty Statement

CASI warrants that all equipment it manufactures for the buyer on the date of delivery will meet the specifications set forth in, or developed and agreed by the parties pursuant to our systems requirement document and that such equipment, when used in a reasonable manner in the ordinary course, will be free from defects in materials and manufacturing workmanship for a period of one (1) year from the date of delivery to the customer. Our warranty excludes consumables and normal wear items.

CASI neither expressly nor implicitly warrants, nor makes any representation as to service life of its equipment since conditions of usage and other factors impacting service life are neither within the control or knowledge of CASI. In addition, CASI has no responsibility for defects or damage caused in shipment or by the negligence or other misconduct of buyer or buyer's agents, employees, or contractors, or arising from buyer's specifications, instructions, or directions.

CASI may, at its discretion, request the return of any warranted item in the event that failures are being observed at a higher than expected rate.

CASI Standard Service Support During Warranty Period

CASI standard warranty support includes all parts and labor, as well as unlimited telephone, email, web-based, and on-site support during the warranty period, during normal business hours. After one (1) year from installation, unless one of our three (3) optional service support agreements is in place, CASI standard hourly support rates apply. CASI's standard hourly support rates are included in this document. Standard warranty support does not include CASI's travel expenses incurred when providing on-site support. Those expenses are the responsibility of the customer in all events, whether the issue is covered by CASI's warranty or not. Remote support is always the first approach and the fastest means of providing a solution. Failure to provide internet access may result in the need for a CASI technician to provide an on-site visit, in which case the customer will be responsible for labor and travel expenses. On-site support will only be made available after remote support has been exhausted.

Standard warranty support is available M-F, 8 a.m. to 5 p.m. United States CST, excluding US holidays January 1st, July 4th, Thanksgiving Day, and December 25th. CASI's normal response time is 30 minutes or less, but we guarantee a phone response time within 2 hours of the initial customer call. The 4-hour response time may fall on the next business day and is calculated based on standard business hours. More than 80% of all issues are resolved via remote support, particularly if we are able to access your system via an internet connection. On occasion, full resolution of an issue may not be resolved until other resources become available during normal business hours.

All initial requests for support must be channeled through our 24/7 answering service at 800-930-3788. Doing so will ensure your requests are answered within the time frames described above.