

## **Kewtech Five-Year Warranty Policy**

At Kewtech, we are committed to providing our customers with high-quality, reliable testing equipment. We stand behind the performance and durability of our products, and we are now offering a five-year warranty including recalibration on all our MFT's and PATs.

### **Warranty Coverage**

This warranty covers both ranges against defects in materials and workmanship for a period of five (5) years from the date of original purchase.

### **What is covered**

- Repair or replacement of any part or product that proves to be defective under normal use during the warranty period.
- All warranty repairs, calibration during this period and any software updates.
- The collection and return of the products, if required for the full five years.

### **What's not covered.**

#### **This warranty does not cover:**

- Damage caused by accident, misuse, neglect, improper maintenance, unauthorised modification, battery leakage.
- Consumable parts such as batteries, test leads, and fuses unless failure has occurred due to a defect in materials or workmanship.
- Products without proof of purchase or those with altered or removed serial numbers.

### **What is the cost of the five-year cover**

- Once you have purchased your MFT or PAT via a Kewtech distributor, log onto the kewtech website and under Product Registration 5 Year Warranty register your instrument/s.
- Once registered a member of the team will contact you to take the one-off payment of £250+ VAT for the extended cover and calibration, during this period.
- All MFT's and PATs come with an end of line calibration certificate to cover the product for the first year.
- You will receive a call and email when the instruments are due for calibration, simply put the equipment in a secure box and our couriers will collect them. Turnaround is normally 72hrs.
- Any products that require a repair will also be updated with the latest version of software. Once repaired a new calibration certificate will be issued.
  - New batteries will be fitted (if required)



### Warranty Claim Process

#### To make a warranty claim:

1. Log onto the Kewtech website and book your instrument in using the calibration & repair tab.
2. Provide a detailed description of the issue if the product requires repair, along with a current contact number and email.
3. A member of the team will contact you to arrange collection, and to arrange a suitable time and place.
3. Quote your unique 5-year warranty number when returning your equipment.

### Limitations

- This warranty is non-transferable and applies only to the original purchaser.
- Any repaired or replaced products are warranted for the remainder of the original warranty period or 90 days, whichever is longer.

Kewtech's Gold Membership warranty is managed and implemented our in house calibration laboratory, ExpressCal. For warranty service or support please contact ExpressCal directly on 01302 761 044.

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