

Five-Year Warranty and Repair Policy

The Evactron® Remote Plasma Cleaning system is designed to operate for extended periods without failures or repairs. The unit contains no consumables.

This Evactron carries a limited factory service warranty on parts and workmanship for a period of 5 years from the date of delivery. Such defects will be repaired at no charge at the factory. All units will be reviewed and evaluated at XEI Scientific, Inc. prior to repairs being made. Most repairs are completed within one day after receipt and all units are operated overnight before return. Shipping of units is done at the Customer's expense. However, if repair is due to part defects, or service is needed within 1 year of date of delivery, XEI Scientific, Inc. will pay for shipping. A purchase order is not required but an RMA must be requested. This policy does not apply to misuse or malicious or destructive damage to the unit.

Prior to returning the unit for repair, you must contact XEI to obtain an RMA (Return Materials Authorization) Code. You may reach us at 1-650-369-0133 or 1-800-500-0133 (within the USA only). Also, you may send an email to service@evactron.com to obtain your RMA Code and shipping instructions. When contacting us, you will need to provide the following information:

- 1) The unit serial numbers are located on the rear of the unit and on the match cover. Any request for warranty repair requires reference to the controller and PRS serial numbers.
- 2) The Model number (Evactron®)
- 3) The reason for return

Clearly mark the RMA number on the packaging so that it is highly visible and easily identifiable. Shipping must be pre-paid. Include the shipping address, billing address, and contact information with the unit. Unauthorized returns will not be accepted. Once you obtain your RMA, please return the unit freight pre-paid to:

XEI Scientific, Inc.
1755 East Bayshore Rd., Suite 17
Redwood City, CA 94063

All warranty repairs are to be carried out exclusively at the factory at XEI Scientific, Inc. Any repairs attempted without the explicit authorization of XEI Scientific Inc. will void the warranty.

XEI Scientific, Inc. assumes no liability, and the warranty becomes null and void if the end user:

- Disregards the information in this document
- Uses the product in a non-conforming manner
- Abuses or damages the product by misuse or mishandling
- Makes any modifications, alterations, unauthorized repairs, or changes to the product
- Uses the product in a manner not listed in this document or otherwise approved by XEI Scientific, Inc.
- Allows the product to become contaminated by hazardous or radioactive materials
- Causes shipping damage due to improper packing for return shipment.