

Warranty, Repairs, Support, Obsolescence

CP-Pro V1

2-Year Limited Replacement Warranty

Corrosion Instruments will replace your CP-Pro free of charge if your unit fails within the first 2 years.

We send you a new unit and a postage paid box for you to send us the old one back.

It is a condition of warranty that you send the old unit back within 14 days of receiving your replacement CP-Pro.

Please see limitations of warranty below

5-year Limited Repair Warranty

Corrosion Instruments will repair your CP-Pro if your unit fails within the first 5 years but beyond the first two years.

Corrosion Instruments will loan you a CP-Pro, free of charge, for the duration of the repairs if you require it.

Limitations of Warranty

Both warranties (2-year and 5-year) apply to the original owner of the CP-Pro. However Corrosion Instruments may choose to honour the warranty regardless.

Both warranties are void if the user attempts to repair, modify or alter the CP-Pro.

Neither warranty covers damage caused by the user unless the damage occurs during normal use as per the User Guide or the intended design.

Repairs

You may request a quote for repair of your CP-Pro at any time beyond (or during) the warranty periods.

For non-warranty repairs Corrosion Instruments will offer a repair service with a turn-around of 28 days or less.

You are required to provide a sufficient description of the faults or failure, such that Corrosion Instruments can make an accurate diagnosis and subsequent quote. Otherwise the quote may be revised upon inspection by Corrosion Instruments of your CP-Pro.

Support

Corrosion Instruments are committed to providing support to its customers at least to a level that is fair and reasonable.

We are committed to supporting the CP-Pro through software at least until 2028. This means that either CI-Tools or a successor application will be supported through bug fixes, updates and customer support as required for the entirety of this period.

We will strive to ensure but do not guarantee that all features that currently exist in CI-Tools will persist.

Sam Pattemore

Corrosion Instruments

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