Warranty Policy

OTT Hydromet warrants its products purchased and used in the U.S. to the original purchaser against any defects that are due to faulty material or workmanship. Warranty periods are measured from the date of shipment and vary by product, as noted in the product's manual.

In the event that a defect is discovered during the warranty period, OTT Hydromet agrees that, at its option, it will repair or replace the defective product, or refund the purchase price, excluding original shipping and handling charges. Any product repaired or replaced under this warranty will be warranted only for the remainder of the original product warranty period.

This warranty does not apply to consumable products such as chemical reagents or consumable components of a product.

Contact OTT Hydromet or your representative to initiate warranty support. Products may not be returned without prior authorization from OTT Hydromet.

Warranty claims are subject to OTT Hydromet's Terms and Conditions.

Note: Products purchased or used outside the U.S. are warranted through OTT Hydromet's global network of sales and service offices. Please contact your local office for more information.

Service Warranty Policy

OTT Hydromet warrants its work and parts provided under the service agreement to the extent that for the first 90 days after the service date of the equipment, OTT Hydromet will repair or replace defective replacement parts and provide remedial maintenance to the serviced equipment. Such warranty is strictly limited to the replacement parts which are defective and repairs necessitated by the defective parts, and to no other parts or services.

Shelf Life Policy

Any product with a maximum shelf life of one year or less is to be shipped with at least 50% of its shelf life remaining.

Any product with a maximum shelf life of over one year is to be shipped with at least one year of its shelf life remaining.

For information regarding international shelf life policy, please contact your local sales office.