



ION Science Ltd  
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## Limited Warranty Statement for Ion Science Ltd. Products

1. Ion Science Ltd. (ISL) warrants Products, parts and components manufactured and sold by the company. ISL Products will be free of defects in material and workmanship, except as otherwise set forth herein.
2. The Standard Warranty Period is eighteen (18) months from point of shipment from ISL Factory, or Twelve (12) Months from the authorised ISL Distributor Or Product activation, for all parts not considered as consumables. An Extended Warranty is offered on specific ISL Products, please see Point three (3) Below.
3. ISL offers an Extended Warranty Period of up to five (5) years maximum on the Tiger XT and Tiger XT Select, and up to two (2) years maximum on other ISL Instruments including the Tiger XTL but excluding the Ara. An instrument's Extended Warranty Period commences from the date purchased from ISL, or the Authorised ISL Distributor. The Extended Warranty period is conditional on the product owner completing the online product registration (see terms and conditions below).
4. For the Ara range of single Gas Monitors, covering O<sub>2</sub>, CO, H<sub>2</sub>S and SO<sub>2</sub>, ISL offer a 12 Month Shelf-Life warranty on CO, H<sub>2</sub>S and SO<sub>2</sub> Models and a 6 Month Shelf Life on O<sub>2</sub> Models. Shelf-Life warranty is from product manufacturing date specified on the product. All Standard ARA models will receive a (2) Year Operational warranty from point of activation and (3) Year on H<sub>2</sub>S and CO Hibernation models.
5. In circumstances where no evidence of date of purchase from an Authorised ISL Distributor can be obtained, the date of instrument sale from ISL Factory will be used.
6. ISL warrants the product only through the Authorised Distributor the unit was purchased from, unless returned to ISL directly. Unauthorised service or repairs invalidates both standard and Extended Warranties.
7. If ISL receives notice of any such defects during the Standard Warranty Period or Extended Warranty Period and the Product is shipped, with freight prepaid, to ISL or an Authorised Service Centre, ISL will at its sole discretion either repair or replace the Product if it is found to be faulty and generally not in breach of any other condition in this document. Any such replacement for the Product may be either new or equivalent in performance to new. Replacement or repaired parts will be warranted for only the unexpired portion of the original warranty, or an additional 90 days (whichever is greater).
8. ISL instrumentation is generally designed for a long life >ten (10) years use, and with regular service and care they will provide reliable measurements for many years. This is reflected in the Extended Warranty Period cited below with the exceptions noted.



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9. The Extended Warranty Period is offered in addition to the Standard Warranty Period and is conditional upon the instrumentation being regularly maintained and used in normal operation. Additionally the instrumentation should be serviced and calibrated annually by ISL or an Authorised ISL Service partner.
10. In circumstances where the instrument needs non-warranty service, before warranty repair can take place, a charge will be requested to cover the non-warranty costs. This includes any “consumables” as well as annual service or calibration if the instrument has not been returned Or maintained by an Authorised Service Centre during the normal warranty period.
11. Both Standard and Extended Warranty does not apply to defects in the Product resulting from improper or inadequate maintenance and repair or calibration, or through instrument misuse, (i.e. not used in accordance with the instruction manual, or if used outside its designed scope of use and which may not be covered in the manual, or used with other supplies not furnished by ISL), or unauthorised modification or misuse, or operation outside of the published specifications including extreme temperatures, or through lack of annual calibration, service, or any loss of parts, or from abuse or accidental damage, or ingress of substances into the electronics or sample lines, or excessive wear and tear on mechanical parts. Both Standard and Extended Warranty does not apply to customer replaceable / moving parts and consumables (see table below for details).
12. For any accessory or spare part clearly identifiable as made by a company other than ISL, the original manufacturer's warranty, if any, will apply.
13. Payment of any sort by ISL other than the repair or replacement itself is not considered part of this policy.
14. ISL does not accept liability outside this Warranty Statement for repairs carried out under this Warranty Statement.
15. To the extent allowed by applicable law, the above warranties are exclusive and no other warranty or condition, whether written or oral, is expressed or implied. ISL specifically disclaims any implied warranties or conditions of merchantability, satisfactory quality and/or fitness for a particular purpose with respect to the products extended warranty.
16. To the extent allowed by applicable law, the remedies in this Warranty Statement are your sole and exclusive remedies.
17. Except to the extent prohibited by applicable law, in no event will ISL or any of its subsidiaries, affiliates or suppliers be liable for direct, special, incidental, consequential or other damages (including lost profit, lost data or downtime costs) arising out of the use, inability to use or result of use of the product, whether based in warranty, contract, tort or other legal theory, and whether or not ISL has been advised of the possibility of such damages. Your use of the Product is entirely at your own risk.



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18. Except to the extent allowed by applicable law, the terms of this limited Warranty Statement does not exclude, restrict or modify, and are in addition to, the mandatory statutory rights applicable to the sale of the product to you.

**To receive your Extended Warranty Period please register your product online:**

<https://www.ionscience.com/gas-and-leak-detectors/customer-support/register-your-instrument/> (see below for details).

Please go to this area of our website and fill in the required details. You will be emailed to confirm that your Extended Warranty Period has been activated and processed. In cases of not being able to access the internet, ISL can be contacted directly to register the instrument.

Instruments	Extended Warranty Period
Tiger XT & Tiger XT Select (see exclusions below)	5 years
Tiger XTL (see exclusions below)	2 years
Cub and Docking Stations	2 years
TVOC 2 (see exclusions below)	2 years
GasClam 2 Ground Gas Monitor (see exclusions below)	2 years
MVI Mercury Vapour Indicator (see exclusions below)	2 years
Panther & Panther PRO (see exclusions below)	2 years
SF6 Leak Check P1 XTL	2 years
CalCheck	2 years
Titan 2	2 years
Falco 2 (Both Pumped & Diffusion Models)	2 years

**Note: ISL Warranty is subject to the following Terms & Conditions below:**

The ISL **Extended Warranty Period** on instruments will only be provided by registering your instrument online within 1 month of purchase via: [www.ionscience.com/instrument-registration](https://www.ionscience.com/instrument-registration)

19. Instruments used for hire, loan or demo are excluded from any Extended Warranty Periods.
20. Extended warranty is not transferable to any other user and cannot be exchanged for money or goods.
21. Both the Standard Warranty Period and Extended Warranty Period covers labour and repair costs only. It does not cover calibration, carriage, general consumable parts, instrument misuse and accidental damage. If annual calibration has not been carried out by an Authorised Service Centre on the instrument prior to the required repair, ISL or the Authorised Service Centre will charge for a full service and calibration after any repair is undertaken.
22. Extended Warranty is offered in good faith. In case of any dispute, the final decision on any terms and conditions remains at the discretion and solely at the decision of ISL.



**Exclusions** – please see examples of exclusions below. This is not an exhaustive list. Please contact ISL for further details.

Moving Parts and Consumables	Warranty Period
Cub Body (excluding MiniPID / Lamp unless new MiniPID or Lamp has been fitted)	1 year**
MiniPID and 10.6 eV PID lamps	1 year
Ara O <sub>2</sub> or CO or H <sub>2</sub> S or SO <sub>2</sub>	2 years
Ara CO or H <sub>2</sub> S Hibernation Models	3 years
11.7eV MiniPID lamps	3 months ***
SF6 P1 XTL NIC sensor	100 hours
Rechargeable battery packs	1 year
Titan & Titan 2 Lamp LA4STL3.2	6 months
Titan & Titan 2 Air Sep Filter A-875232	6 months
Titan & Titan 2 Detection Module	6 months
Pump, pump motors, diaphragms, fans, valves	1 year
Tiger XT Filter Clamp	On receipt of part only
Filters, Titan carbon filter, Titan hydrophobic filter, electrode stacks, fuses, software, batteries (other than those of ISL), battery covers, interfacing parts, access screws, key pads, probes, O-rings, instrument seals and collector plates.	On receipt of part only
CH4 Sensor and CO2 Sensor for GasClam 2	18 months
O2 and toxic gas Sensors for GasClam 2	1 year

**\*\* Note.** The ISL Cub Body is supplied with a one (1) year warranty but, if the original Cub that is being replaced has more than a year's warranty remaining, the new Cub Body will inherit the remaining Warranty from that original Cub being replaced.

**\*\*\* Note.** The ISL 11.7eV Lamp is covered by a three (3) month warranty from date of sale by ISL which covers manufacturing defects only. To comply with conditions of warranty, the 11.7eV Lamp must be stored in the Lamp Container with desiccant, when not in use.

23. Lamp warranty is defined in respect to the ability of the lamp to strike in the unit and give a reasonable output when calibrated.
24. TVOC 2 & FALCO 2 Lamp Warranty and MiniPID Lamp Warranty is dependent on ISL approving the application set up, should this not be approved by ISL or its authorised distributor then warranty on lamps will be limited to 6 months.
25. SF6 P1 XTL Or P1p NIC Smart Sensors returned within warranty, but with reasonable use will be refurbished, but the unused portion will be discounted off the refurbish price.

Please contact ISL for further details or clarification on any of the information provided in this document: [Technical.support@ionscience.com](mailto:Technical.support@ionscience.com)

Warranty Statement updated March 2025

V1.3