

## Warranty Period of the MICROSOLV Vial Centrifuge - Sales and Marketing

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### Overview

This article explains the official warranty period, coverage details, exclusions, and repair process for the MICROSOLV Vial Centrifuge™.

It also outlines what customers should expect when requesting out-of-warranty repairs, including costs, approvals, and return procedures.

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### Warranty Period

The MICROSOLV Vial Centrifuge™ is covered by a two-year warranty beginning on the date the unit is shipped. Every centrifuge undergoes comprehensive quality control and performance testing during and after manufacturing to ensure reliability.

This warranty covers both the centrifuge unit and the rotor in the uncommon event of a manufacturing defect within the two-year warranty window.

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### Warranty Exclusions

The warranty becomes void if any of the following occur:

- Improper or incorrect operation of the centrifuge
- Use of non-MICROSOLV or nonstandard accessories, components, or spare parts
- Unauthorized modification of the rotor or centrifuge

These conditions invalidate the warranty even if the issue occurs within the original two-year period.

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### Out-of-Warranty Repair Process

If the centrifuge is no longer under warranty, the following process applies:

1. **RMA Issuance:**

MICROSOLV Customer Service will issue an RMA number and email a return form. This form must accompany the unit when shipped back for evaluation.

2. **Evaluation:**

After receiving the unit, our service team will assess the required work and determine which parts and labor are necessary.

3. **Cost Approval:**

The customer will receive a detailed cost estimate for parts and labor. Labor is billed at \$110.00

per hour. *No service work begins until the customer approves the estimate.*

**4. Repair & Billing:**

Once approved, repairs will be completed using recommended parts. An invoice will then be issued for parts, labor, and return shipping (unless the customer arranges their own shipment).

**5. Return Shipment:**

After payment is received, MICROSOLV will return the repaired unit to the customer.

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### **Customer Responsibility Summary**

For any out-of-warranty repair, the customer is responsible for:

- All shipping costs
- All required replacement parts
- All labor charges

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