Standard Warranty

Revision A.02 | 2026

Standard and Tailored Products are guaranteed to be free of material and workmanship defects for a period of one (1) year after shipment from Thermionics Laboratory, Inc. Custom Projects and electronic components are guaranteed for a period of one (1) year after shipment from Thermionics Laboratory, Inc.

Expendable component parts are guaranteed for their expected service life. If, for any reason, you are not completely satisfied with our products, let us know. We want to address your concerns.

Our relationship with the user does not end with the delivery of the equipment. We have a large stake in your equipment operating up to your expectations. Our goal is to be part of your success.

Warranty

1.0. THERMIONICS LABORATORY, INC. (HEREIN CALLED THERMIONICS) WARRANTS TO THE ORIGINAL PURCHASER:

1.1. Standard catalog products manufactured by Thermionics against defects in workmanship for a period of one (1) year from the date goods are shipped from Thermionics.
1.2. Special products and electronic components are covered for one (1) year after shipment from Thermionics.

2.0. SCOPE

2.1. Liability under this warranty is expressly limited to repair or replacement of defective parts. THERMIONICS, at its sole option, may at any time discharge its warranty as to any of its products by refunding the purchase price and taking back the product(s).
2.2. This warranty applies only to parts manufactured and labor provided by THERMIONICS.
2.3. Valid warranty claims must be received by THERMIONICS within the warranty period and are subject to the terms and conditions hereon.
2.4. All warranty replacement or repair of parts shall be limited to equipment malfunctions, which, at the sole discretion of THERMIONICS, are due or traceable to defects in original materials or workmanship.
2.5. Malfunctions, which in the sole opinion of THERMIONICS, are caused by abnormal wear and tear, lack of maintenance, abuse, operation, maintenance or care inconsistent with the product manual, accident, or neglect of equipment are expressly not covered by this warranty. It is the responsibility of the user to operate the equipment in a reasonable and prudent manner, consistent with the stated intended use.
2.6. In-warranty repaired or replaceable parts are warranted only for the remaining portion of the original warranty period. After expiration of the applicable warranty period, the buyer shall be charged at THERMIONICS' current prices for parts and labor, plus freight and per diem, when applicable.
2.7. Expendable component parts, including, but not limited to, cold cathode gauges, bellows, thermocouple gauges, hot cathode gauges, emissive filaments, elastomers, bearings, and gaskets, etc., are guaranteed for their expected service life. If the expendable component parts fail to give reasonable service, as determined solely by THERMIONICS, they will be repaired or replaced at our discretion.

EXPECTED SERVICE LIFE

3.0. CONDITIONS

3.1. THERMIONICS expressly disclaims responsibility for any loss or damage caused by the use of its products, when not used in accordance with proper operating and safety procedures in accordance with specifications, or if the equipment is used without the proper recommended maintenance. Reasonable care must be taken by the user to avoid hazards.
3.2. Except as stated herein, THERMIONICS makes no warranty, express or implied, either in fact or by operation of law; and, as stated herein, THERMIONICS shall have no liability under any warranty, express or implied, either in fact or by operation of law.
3.3. THERMIONICS shall have no liability for special or consequential damages of any kind, or from any cause arising out of the sale, installation, or use of any of its products. Statements made by any person, including representatives of THERMIONICS, which are inconsistent or in conflict with the terms of this warranty shall not be binding upon THERMIONICS unless reduced to writing and approved by an authorized officer of THERMIONICS.
3.4. This warranty does not cover normal maintenance requirements, which are the customer's responsibility.
3.5. This warranty does not extend to equipment that (1) someone other than Thermionics approved personnel have disassembled or attempted to repair, (2) has been modified or altered, or (3) has been contaminated with hazardous material or induced activation.

4.0. PROCEDURES

4.1. If you wish to return equipment for repair, contact the THERMIONICS DIVISION which sold you the product in question. You will be given an RMA Authorization Number and instructions on how and by what means to ship the product to the factory. NO SHIPMENT WILL BE ACCEPTED WITHOUT PRIOR APPROVAL and completed RMA Authorization Form.
4.2. In the first year, goods must be returned, freight prepaid, to the factory and will be returned prepaid, to the customer. After the first year, the customer must pay all freight costs.