



## Advanced Ultra-Violet Systems Product Warranty Policy

Advanced Ultra-Violet Systems (AUVS) products are warranted for two (2) years from the date of purchase. All parts and labor are covered under this period, excluding damage due to misuse, abuse, or misapplication, as determined by AUVS technical personnel.

***Warranty Registration must be received within 30 days of purchase  
For product(s) to be covered under the AUVS warranty policy.***

Customers can register products one of two ways:

1. By filling out the attached Warranty Registration and emailing it to: [info@advanceduvsystems.com](mailto:info@advanceduvsystems.com)
2. By visiting the AUVS Website: [www.advanceduvsystems.com](http://www.advanceduvsystems.com) and filling out the online form.

### **Warranty Repair Process:**

Contact AUVS at 803-504-0325 or via email [info@advanceduvsystems.com](mailto:info@advanceduvsystems.com). Please complete and email the attached questionnaire; all information requested is required. If your facility requires a no-charge purchase order number to deliver to your facility, please provide. Once information is received, AUVS will provide a RMA number for either repair or exchange with instructions.

If the unit in question is to be exchanged the distribution center will send a replacement unit to the address and contact information provided. Upon receipt of replacement, please place the return unit into the shipping box the replacement unit was received in, and send it back to the address provided below. Damages due to improper packing will not be covered under warranty.

AUVS Distribution and Maintenance Center  
C/O ELI, PSI  
Attention: AUVS  
1958-A Hilton Drive  
Statesville, NC 28677

### **Warranty Review and Resolution:**

- The maintenance center will inspect the returned unit; if the return is due to malfunction, workmanship, or shipping and the unit is under warranty, there will be no charge for replacement.
- If the unit is determined damaged or non-operational due to misuse, abuse, or misapplication, the customer will be invoiced for parts, labor, and shipping in order to keep the replacement unit.

Note: If AUVS does not receive the RMA unit within 30 days from shipment of the replacement unit, the customer will be invoiced for the replacement unit sent.

Non-Warranty-Related Maintenance and Service: AUVS will provide estimated repair costs for products that are out of warranty and/or have been damaged by misuse. All repairs made to AUVS equipment must use AUVS parts to meet the operational specifications. Maintenance and repairs beyond the replacement of Quartz Rods in The UV Box, Cube or AUVS Ultraviolet lamps must be made in an AUVS facility.

## UV Box Customer Questionnaire

Please email this form to [info@advanceduvsystems.com](mailto:info@advanceduvsystems.com). Please wait for an RMA to return your box.

### Customer/Facility Contact Information

Name:

Company:

Phone:

Email:

Address:

### Product Information:

Serial Number (located on the unit decal):

Date of Original Purchase:

Purchased from (Sales Representative):

Problem noticed:  1<sup>st</sup> Use (out of box)  Unit worked previously

Description of Problem:

### \*Return Shipping Account Information:

Shipping Account Number:

Shipper:

Please use the following no-charge PO \_\_\_\_\_

Method:  Ground  2<sup>nd</sup> Day Air  Overnight:  AM  PM

\*AUVS and its authorized distributors are not responsible for shipping costs associated with non-warranty covered repairs, or repair returns that result from user abuse. Please provide account information for your preferred shipping vendor and method. Warranty covered units will be shipped ground free of charge in the continental USA, but customer is responsible for return shipping of damaged units or expedited shipping costs.



## AUVS Product Warrantee Form

Send this copy to [info@advanceduvsystems.com](mailto:info@advanceduvsystems.com)  
Or fill out online at [www.advanceduvsystems.com](http://www.advanceduvsystems.com)

Facility Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Facility Address: \_\_\_\_\_

\_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Product(s) Name/Model Number \_\_\_\_\_

Product(s) Serial Number(s): \_\_\_\_\_

Questions? Please call 803-504-0325