

## DSF Warranty Policy

### 1. Standard Designs:

DS Fibertech Corporation (DSF) is pleased to offer a one-year warranty on materials and workmanship for standard configuration heating elements, panels, and shapes effective from the date of shipment.

### 2. Custom Designs:

DSF designs custom elements which strive to meet the application needs of its customers by matching element wire specifications, insulation values, and its mounting designs within the guidelines we have established for heater longevity. We offer a one-year warranty on custom elements which fall into these guidelines.

Element designs which exceed established parameters are warranted at our discretion. These include designs with unique mounting systems and temperature/wattage loadings which exceed manufacturer's specifications. Custom elements are designed so that the wire can properly release its energy into the load with minimum stress. This is of particular importance for long life in high temperature and fast ramp elements.

### 3. Return Policy:

Please email [sales@dsfibertech.com](mailto:sales@dsfibertech.com) for a Return Materials Authorization Number (RMA). Please be prepared to give the model and serial number (when applicable) of the element and state the nature of the problem. No return shipments are accepted without an RMA number.

The element should arrive at our plant prepared and packaged in a manner that protects the element from further damage. DSF will pay the return freight for products under warranty up to the original point of shipment via standard delivery. Air Freight and special handling charges are the responsibility of the customer. Standard turn-around time for repair or replacement is three weeks after receipt.

### 4. Determining Cause of Failure and Responsibility:

It is the goal of DS Fibertech to provide its customers with a product that flawlessly performs well beyond the warranty period; however from time to time problems can and do occur from a variety of sources. Our warranty specifically covers all materials as well as the integrity of the coil, insulation construction, mounting method of the elements, and any welding of the terminals.

### 5. Issues not covered by Warranty:

The greatest threat to a new or newly installed ceramic fiber heater is moisture as ceramic fiber is hydroscopic. All DSF heaters undergo a hi potential test prior to shipment to ensure the heater is ready to use; however, prolonged exposure to even normal environmental conditions may cause your heater to absorb enough moisture to breakdown the dielectric protection and fail. Other issues not covered may include improper installation or usage, overheating of the element due power source failure, controller failure or programming error, thermocouple failure and arcing caused by loose connections from the terminals to the power source. Physical damage of the element from causes other than packaging is also not covered.

If the cause of failure is not directly evident, DS Fibertech may elect to send samples of the damaged area(s) to independent test labs in an attempt to determine root failure cause. It is the responsibility of the user to follow any special operating instructions which accompany the element. If you required additional assistance such as packaging alternatives for long term storage, a DS Fibertech associate will be happy to assist you.

We thank you for the opportunity to be your element supplier. Please direct any questions regarding the warranty to [sales@dsfibertech.com](mailto:sales@dsfibertech.com).