



## General Statement of Limited Product Warranty RAE Systems by Honeywell

The warranties set forth below are subject to Honeywell Standard Limited Warranty available at [\[redacted\]](#)

RAE Systems by Honeywell warrants gas detectors, sensors and accessories manufactured and sold by RAE Systems to be free from defects in materials and workmanship for the periods listed in the tables below. This warranty is expressly limited to the original owner who purchases the equipment directly from RAE Systems or from an authorized RAE Systems reseller.

To maintain this limited warranty, the product must be operated, calibrated and maintained in accordance with the Operation and Maintenance Manual supplied with the product. Abuse, mechanical damage, alteration, and/or repair procedures not made in accordance with the Operation and Maintenance Manual voids the RAE Systems Standard Limited Warranty.

The obligation of RAE Systems under this limited warranty is limited to the repair or replacement of components deemed by the RAE Systems Instrument Service Department to have been defective under the scope of this Standard Limited Warranty. To receive consideration for warranty repair or replacement procedures, products must be returned to one of the RAE Systems service locations (to RAE Systems in San Jose, California, USA for Portables), with transportation and shipping charges prepaid. It is necessary to obtain a return authorization number (RMA) from RAE Systems prior to shipment. Visit the RAE Systems website for service department locations.

This limited warranty is expressly in lieu of any and all representations, expressed or implied, including but not limited to, the warranty of fitness for a particular purpose. RAE Systems will not be liable for loss or damage of any kind connected to the use of its products or failure of its products to function or operate properly.

### MESHGUARD PRODUCTS

Instrument and accessory warranty periods	
<b>MeshGuard, FMC 2000, RAEPoint</b>	<b>2 years from the date of purchase</b>
<b>Sensor warranty periods by sensor type</b>	
<ul style="list-style-type: none"><li>LEL IR, CO, H2S and Oxygen</li></ul>	<b>2 years from the date of purchase</b>
<b>Sensor warranty periods by sensor type</b>	
<ul style="list-style-type: none"><li>LEL, SO2, Gamma, and other toxic sensors</li></ul>	<b>1 year from the date of purchase</b>
<b>Battery</b>	
<ul style="list-style-type: none"><li>Time depended warranty on disposable batteries is not given</li><li>External PowerPak</li></ul>	<b>15 AH</b> <b>2 years from the date of purchase</b>

Damage to combustible sensors incurred by exposure to known sensor poisons (such as silicones, tetra-ethyl-lead, and/or other substances as noted in the operator's manual) may (at the discretion of the RAE Systems Service Department) void this warranty as it applies to the replacement of combustible sensors.

## WIRELESS PRODUCTS

Instrument and accessory warranty periods	
<b>AREARAE Pro / Plus, AreaRAE, Rapid Deployment Kit, BioHarness, RAELink3, SolarRAE</b> (excludes components listed in section 3 below)	<b>1 year from the date of purchase</b>
<b>Battery packs, sampling pumps, and other components</b> (either installed or purchased separately) which by their design are consumed or depleted during normal operation, or which may require periodic replacement (excludes components listed in section 4 below)	<b>1 year from the date of purchase</b>
<b>Sensor warranty periods by sensor type</b>	
<ul style="list-style-type: none"> <li>• LEL, O2, CO, H2S, CO2</li> <li>• O2 Liquid Sensor for AREARAE Pro / Plus</li> <li>• All other electrochemical toxic gas sensors and PID sensors</li> <li>• 10.6 eV photoionization detector lamps for AreaRAE</li> <li>• 10.6 eV photoionization detector lamps for AREARAE Pro / Plus (7R+)</li> </ul>	<b>2 years</b> <b>3 years</b> <b>1 year</b> <b>1 year</b> <b>2 years</b>

Damage to combustible sensors incurred by exposure to known sensor poisons (such as silicones, tetra-ethyl-lead, and/or other substances as noted in the operator's manual) may (at the discretion of the RAE Systems Instrument Service Department) void this warranty as it applies to the replacement of combustible sensors.

## PORTABLES PRODUCTS

Instruments, Product Electronics, Switch Panels, Enclosures, Displays	
<b>MultiRAE Family</b>	<b>2 years from the date of original purchase</b>
<b>ToxiRAE Pro Family</b>	<b>2 years from the date of original purchase</b>
<b>QRAE 3</b>	<b>2 years from the date of original purchase</b>
<b>MicroRAE</b>	<b>2 years from the date of original purchase</b>
<b>MiniRAE 3000, MiniRAE Lite, ppbRAE 3000, UltraRAE 3000:</b> electronic printed circuit boards, switch panels, displays, and enclosures	<b>1 year from the date of original purchase</b>

RAE Systems Limited Lifetime Warranty covers specific parts only. It does not include labor charges to replace the covered component. An instrument that has a failure of a covered component often requires other services. RAE Systems will replace covered components at no additional charge if the work is performed as part of One Price Repair. Otherwise RAE Systems will charge a flat fee of \$175 to replace the component covered by the Lifetime Limited Warranty.

Instrument Components	
<b>Battery packs, sampling pumps, and other components</b> (either installed in an instrument or purchased separately), which by their design are consumed or depleted during normal operation, or which may require periodic replacement	<b>1 year from the date of original purchase</b>

Sensors and Lamps	
Liquid O <sub>2</sub> sensors	4 Years
Non-consumable components and catalytic LEL sensors	2 Years
H <sub>2</sub> S and CO sensors	3 Years
All other electrochemical toxic gas sensors, pump, battery and other consumable parts	1 Year
10.6eV photoionization detector lamps for MiniRAE 2000 and 3000, ppbRAE 3000	3 Years
10.6eV photoionization detector lamps for MultiRAE, ToxiRAE Pro, ppbRAE Plus, and RAEGuard PID	1 Year
Sensor, pump and electronics for RAEGuard II PID	1 Year
UV Lamp for RAEGuard II PID	2 Years
9.8eV photoionization detector lamps	6 Months
11.7eV photoionization detector lamps	30 Days

**Oxygen (O<sub>2</sub>), combustible gas (LEL) and electrochemical sensors are normally consumed during their service life. RAE Systems will replace defective sensors under the following terms:**

- Sensors with two-year warranties (O<sub>2</sub>, LEL, H<sub>2</sub>S, CO) that fail in their first year of service will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of two years, at the option of RAE Systems.
- Sensors with two-year warranties (O<sub>2</sub>, LEL, H<sub>2</sub>S, CO) that fail in their second year of service will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of one year, at the option of RAE Systems.
- Sensors with one-year warranties (all other electro-chemical sensors) that fail will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of one year, at the option of RAE Systems.

Damage to combustible (LEL) sensors incurred by exposure to known sensor poisons (such as silicones, tetra-ethyl-lead, and/or other substances as noted in the operator’s manual) may (at the unilateral discretion of the RAE Systems Service Department) void this warranty as it applies to the replacement of combustible sensors.

**QRAE 3 sensors (sensor shipped with product). RAE Systems will replace defective sensors under the following terms:**

- Sensors with three year warranties (O<sub>2</sub>, LEL, H<sub>2</sub>S, CO) that fail in their first year of service will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of three years, at the option of RAE Systems.
- Sensors with three year warranties (O<sub>2</sub>, LEL, H<sub>2</sub>S, CO) that fail in their second year of service will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of two years, at the option of RAE Systems.

- Sensors with three year warranties (O2, LEL, H2S, CO) that fail in their third year of service will be replaced with a sensor having a remaining warranty at least equal to that of the replaced sensor, up to a maximum of one year, at the option of RAE Systems.

## Warranty Matrix

Warranty is from date of sale. Any major component not specifically identified below is covered under the Standard Limited Warranty for the instrument

	Model	Product	Instrument <sup>1</sup>	Components <sup>2</sup>	PID Lamps			Sensors	
					9.8 eV	10.6 eV	11.7 eV	O2, LEL, H2S, CO	All others
Single-Gas	PGM-18xx	ToxiRAE Pro	2 Yrs	1 Yr	6 Mos	1 Yr	NA	2 Yrs	1 Yr
	PGM-1700	ToxiRAE 3	2 Yrs	NA	NA	NA	NA	2 Yrs	NA
Multi- Gas	PGM-62x8	MultiRAE Family	2 Yrs	1 Yr	6 Mos	1 Yr	NA	2 Yrs	1 Yr
	PGM-26xx	MultiRAE	2 Yrs	2 Yrs	NA	NA	NA	2 Yrs	1 Yr
	PGM-25xx	QRAE 3	2 Yrs	2 Yrs	NA	NA	NA	3 Yrs <sup>3</sup>	1 Yr
PID	PGM-7300	MiniRAE Lite	1 Yr	1 Yr	NA	3 Yrs	NA	NA	NA
	PGM-7320	MiniRAE 3000	1 Yr	1 Yr	6 Mos	3 Yrs	1 Mo	NA	NA
	PGM-7360	UltraRAE 3000	1 Yr	1 Yr	6 Mos	3 Yrs	1 Mo	NA	NA
	PGM-7340	ppbRAE 3000	1 Yr	1 Yr	6 Mos	3 Yrs	NA	NA	NA
AutoRAE 2	DKS-6000	AutoRAE 2	2 Yrs	NA	NA	NA	NA	NA	NA
	DKS-6001	MultiRAE Cradle	2 Yrs	NA	NA	NA	NA	NA	NA
		MicroRAE Cradle	2 Yrs	NA	NA	NA	NA	NA	NA
	DKS-6002	ToxiRAE Pro Cradle	2 Yrs	NA	NA	NA	NA	NA	NA
	DKS-6003	QRAE 3 Cradle	2 Yrs	NA	NA	NA	NA	NA	NA
	DKS-6004	Handheld PID Cradle	2 Yrs	NA	NA	NA	NA	NA	NA

<sup>1</sup> Product electronics, switch panels, enclosures, displays

<sup>2</sup> Sampling pumps, rechargeable batteries, PID fan

<sup>3</sup> LEL, O2, H2S, CO sensors for QRAE 3 are warrantied for 3 years only if shipped inside a brand new product. Same sensors purchased as spare parts are 2 years warranty only.