



Supplementary conditions for the replacement service from WIKA Alexander Wiegand SE & Co. KG for diaphragm seal systems with process transmitters

1. General terms and conditions

These conditions for the replacement service from WIKA Alexander Wiegand SE & Co. KG, hereafter referred to as WIKA, for diaphragm seal systems with process transmitters are in addition to the current general conditions of sale of WIKA Alexander Wiegand SE & Co. KG, which can be found at http://en-co.wika.de/upload/ZZ_TCs_en_co_50414.pdf

2. Requirements

The replacement service is only applicable if the process transmitter delivered from the customer and tested by WIKA is fully operational. After the order has been placed by the customer, the replacement service will be carried out.

3. Process of the replacement service

1. The delivered process transmitter will be subjected to the following tests: a communication test, a hydrostatic pressure test and a short-term signal drift test. Errors that occur during long-term operation, such as a long-term drift, cannot be determined here.
2. When replacing the diaphragm seal and also the assembly components, the following general conditions apply, unless otherwise agreed between the parties:
 - 2 a. Normally, the diaphragm seals and also the assembly components will be replaced by high-quality, structurally identical components. Intact components will be re-used where possible.
 - 2 b. The diaphragm seal system will be refilled with an equivalent system fill fluid.
 - 2 c. The assembly will normally be carried out in accordance with WIKA standards (dimensions may vary from the original assembly).



- 2 d. No testing will be carried out on the basis of the damage symptoms. At the customer's request, the cause of the problem can be analysed. Engineering must be involved through a separate process via e-mail to Inquiries.DiaphragmSeals.de@wika.com.
- 2 e. We reserve the right to dispose of defective parts as scrap by default. If a return is explicitly desired, the customer must indicate this explicitly to WIKA.

4. Costs incurred

The costs for the replacement service are made up of the diagnosis/findings, the spare parts (diaphragm seals and assembly components) as well as the cost of the service, which can vary depending on the product type.

5. Warranty on replaced parts

The warranty on the diaphragm seal and also the assembly components lasts 1 year from delivery.

6. Further notes

1. The replacement service will be carried out by WIKA or Trennmembran-System-Technik GmbH. Trennmembran-System-Technik GmbH is part of the WIKA Group.
2. The customer undertakes to pack the products safely.
3. The customer ensures that only decontaminated goods are sent to WIKA. The respective return form, including a decontamination declaration, is available at the following link:

It is available in German and also in English:

German:

<https://portal.wika.com/apps/productreturn2/PRForm.aspx?lang=de&type=4>

English:

<https://portal.wika.com/apps/productreturn2/PRForm.aspx?lang=en&type=4>