



Extended Warranty & Service Protection

Minimize Downtime. Safeguard Your Investment.
Ensure Long-Term Operational Performance.

Safex Instruments Limited devices are engineered to deliver dependable performance in demanding and hazardous operating environments. While designed for long-term reliability, all technical equipment may require calibration, adjustment, or servicing over time to maintain optimal operation.

Through Safex Instruments Limited’s extended warranty and service programs, customers can safeguard their investment against unforeseen service expenses while benefiting from direct manufacturer support. Coverage begins from the outset, offering protection against accidental damage and wear arising from normal operational use.

These programs are designed to reduce overall cost of ownership while ensuring continued performance, accuracy, and operational confidence throughout the service life of the equipment.

1 Extended Warranty




In addition to the standard statutory warranty period of twelve (12) months, Safex Instruments Limited offers an optional Extended Warranty providing enhanced coverage for a total period of twenty four (24) months or thirty six (36) months, subject to customer selection, and extending beyond the minimum statutory requirements.

2 Service Contract

In addition to the standard Safex Instruments Limited warranty, an optional Service Contract is available to provide extended protection for Safex Instruments Limited devices. Under this contract, a target repair turnaround time of ten (10) working days is offered, reducing overall downtime. Service, repair, and spare part costs related to normal wear and tear are included, excluding accessories such as batteries, memory cards, and similar consumables.

How to Obtain the Extended Warranty or Service Contract

The Extended Warranty and Service Contract may be ordered as separate line items at the time of purchase or within forty five (45) days from the date of shipment. Subject to availability, these options may also be purchased later through an authorized Safex Instruments Limited sales channel

	 Warranty	 Warranty extension	 Service contract
Manufacturer's Defects	✓	✓	✓
Inspection Fee			✓
Goods Receipt/Issue Confirmation	✓	✓	✓
Spare/Replacement Components*			✓
Spare/Replacement of Wear Parts			✓
Repair Turnaround Time	3 working weeks	2 working weeks	10 working days
1-Year Coverage	✓		
2-Year Coverage		✓	✓
6 Months Warranty for Battery			

*except for accessories such as batteries, SD cards, etc.