



Manufacturer Service Agreement (MSA)

What Does This MSA Cover?

AeroClave, LLC ("Manufacturer" or "AeroClave:") agrees to the original purchaser only, that all AeroClave portable and permanently installed Decontamination Systems (3110, 6110, mRDS, ADS) will be free from defects in material or workmanship, as well as any separately purchased AeroClave accessories (APA, ADP-PT, ADP-EX ADP-AS) ("Accessories"). This MSA covers eligible repair parts, labor and related shipping.

What is the Period of Coverage?

This MSA lasts for a period of one (1) year from date of delivery/installation. Accessories are covered for a period of two (2) years. MSA coverage terminates if you sell or otherwise transfer the product.

What Does This MSA Not Cover?

The use of any fluid other than that authorized by AeroClave in writing or specified in the Operator's Manual will void this MSA. Please contact AeroClave to review your disinfectant options.

Further, any problems caused by abuse, misuse, an act of God (such as a flood) or fluid ingress of any kind are not covered under this MSA. Also, consequential, incidental, punitive or lost profit damages are not recoverable under this MSA. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply in all cases.

What Will We Do to Correct Problems?

MANUFACTURER'S SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY under this MSA, and to the extent permitted by law, or condition implied by law, shall be the repair or replacement of parts, without charge (other than possible shipping charges described herein), which are defective in material or workmanship, and which have not been otherwise misused, carelessly handled, or mis-repaired by persons other than the Manufacturer or Authorized Service Station or as otherwise described in this MSA.



How Do You Get Service?

To make a claim under this MSA, you must contact your AeroClave representative and arrange for a service request and Return Material Authorization (RMA) number. You may also call 407-788-3300, email us at info@aeroclave.com, or write us at:

**AeroClave, LLC
P.O. Box 560
Winter Park, Florida, 32790**

Under no circumstances should you ship your unit to AeroClave or an Authorized Service Station until you have obtained a Return Material Authorization (RMA) number.

How Does State Law Relate to This MSA?

This MSA gives you specific legal rights, and you may also have other rights which vary from state to state.

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