



Warranty Coverage

Overview

MTS builds some of the most rugged and reliable testing equipment on the market. We also stand behind our products and services with extensive warranty options. In addition to providing standard warranty coverage on new equipment and service parts, MTS also offers optional extended warranties for equipment and components to help ensure your equipment is ready for testing when you need it.

Standard Warranty – Equipment

MTS warrants its equipment to be free from defects in material and workmanship under normal use, given proper installation and maintenance, for 15 months from the date of shipment of your product. Defective equipment may be repaired or replaced at MTS' option.

Standard Warranty – Parts & Services

Warranty periods for service products start with the product shipment from MTS. Replacement, exchange, remanufacture, or repair of a system component does not extend the warranty coverage of the entire system. Coverage on system components is as follows:

PURCHASED PARTS

- » Parts with a model number 12 months
- » Parts without a model number 90 days

EXCHANGE, REMANUFACTURE OR REPAIR PROGRAMS

- » Exchange 12 months
- » Remanufacture 12 months
- » Repair 90 days

OTHER SERVICES

- » Factory calibrations 90 days
- » Field calibrations 90 days
- » Field service repair 90 days

be certain.

Extended Warranty

The Extended Warranty Program is part of a service contract designed to protect you from incurring unplanned material and labor expenses for repairing MTS equipment. It includes the following:

- » Labor to troubleshoot and repair equipment
- » Parts to repair equipment
- » Exchange, remanufacture or repair as authorized by MTS

Comprehensive Coverage

The Extended Warranty Program is available for purchase as part of an Assured Maintenance Plan (AMP). Under this plan option, MTS will troubleshoot and repair or replace your failed equipment and/or components during a 12-month plan period.

Coverage for All or a Portion of Your Lab

Extended Warranty coverage is grouped into three classes:

- » Controllers (number of control channels)
- » Load frames and actuators
- » Hydraulic power units

It is easy to add coverage for your entire laboratory, or for only a portion of your MTS equipment.

Extended Warranty Coverage

CONTROLLERS/SYSTEMS

- » MTS electronics
- » MTS electromechanical testing equipment
- » MTS hydraulic control systems
- » MTS controllers, including AC/DC conditioners servocontrollers, and programmers
- » MTS control panels

LOAD FRAMES AND ACTUATORS

- » MTS servohydraulic load frames (up to 200 kip)
- » MTS electromechanical testing equipment
- » MTS actuators
- » MTS swivels
- » MTS servovalves
- » MTS LVDTs
- » MTS RVDTs
- » MTS force transducers
- » MTS grips
- » MTS extensometers

HYDRAULIC POWER UNITS

- » MTS hydraulic power units
- » MTS hydraulic service manifolds

Exclusions

- » MTS reserves the right to exclude any product from coverage. Please contact your sales engineer for complete details of product eligibility.
- » Upgrades and updates required due to obsolete hardware and software cannot be part of an Extended Warranty Program.
- » Hydraulic fluid is not covered under an Extended Warranty Program.
- » MTS offers End-of-Life product communications as needed to assist in your equipment planning.

MTS reserves the right to change products, services, and prices without notice.

If your system or product is more than 3 years old, a condition assessment may need to be performed by MTS to confirm availability. MTS serial number for each covered item must be recorded within the AMP Extended Warranty contract.



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ISO 9001 Certified QMS

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