



**CTC Line**  
Industry-Leading Warranty



***Yes, we covered it!***

# A Message from the Owners

At CTC, we understand that predictive machine maintenance is vital across a wide array of industrial applications. That's why we've developed the industry's best accelerometers, cables, connectors, junction boxes, and hardware for all of your vibration analysis needs.

For more than a quarter of a century, CTC has stood behind its promise to bring you the most durable and reliable vibration analysis equipment, designed to withstand long term use in the harshest industrial environments. We're so proud of our products, we back all of our product lines with industry-leading warranties.

Please review this document to learn how your investments are protected with CTC.

Best regards,

*Cook Family*



# Yes, We Covered It!

*We know seeing is believing - check out these examples of products CTC has repaired or replaced under our industry-leading warranties:*

**AC208-1D**



**CB206-D2J**



# Yes, We Covered It!

*We know seeing is believing - check out these examples of products CTC has repaired or replaced under our industry-leading warranties:*

**C3 Connector**



**CB102-A2R**



# Yes, We Covered It!

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**MH115-2A**



**AC102-1D**



# Yes, We Covered It!

*We know seeing is believing - check out these examples of products CTC has repaired or replaced under our industry-leading warranties:*

CT102-4C





VIBRATION ANALYSIS HARDWARE

## **CTC Line Products (indicated by the red logo) are backed by a lifetime warranty**

CTC Line products are warrantied to be free from defects due to industrial wear and tear. If a product fails due to the demands of heavy industry, CTC will repair or replace it free of charge, provided it is an actively sold and supported product.

### **This warranty covers damage from:**

- » Heavy use
- » Water ingress
- » Prolonged exposure to harsh industrial environment conditions (humidity, salt air, chemical exposure)
- » Continuous operation under normal industrial use
- » Vibration and shock from regular use in industrial settings
- » Routine mechanical stress

### **What is not covered:**

- » Our lifetime warranty covers the product as it was originally manufactured. Please note that this warranty does not extend to products that have been modified or altered after purchase (except for modifications intended as part of normal installation such as cutting cables to length and user defined holes in enclosures) or used with incompatible accessories not designed for use with CTC products.

*Please note, if you return a cable which has been cut to length for warranty repair or replacement, it must have its original, legible cable label to identify the length. If the cable label is no longer legible, it will be repaired or replaced based on the physical length returned to CTC.*

- » Products that are no longer sold and supported by CTC.

*Please check the CTC website prior to returning any product. If the product is no longer sold and supported, there will be a discontinuation notice stating the product obsolescence and termination of warranty coverage.*

- » Resharpener of MH117 series tools dulled due to regular use is not covered under warranty. To sharpen, CTC suggests sending tools to a qualified tool shop to sharpen to a 4 degree top bevel.
- » Epoxies, adhesives, connector kits, and batteries are not covered under warranty.
- » Products damaged by fire or as a result of force majeure events, such as natural disasters or unforeseen circumstances beyond our control.

**Private Label versions of CTC Line products carry a two year warranty on industrial wear and tear subject to the conditions listed above.**

# Claims Process for All Warranties

- » Requests for warranty must be submitted via the CTC website: <https://www.ctconline.com/rma/>
- » The product must be returned to CTC for inspection. If the defect is covered by the warranty, CTC will repair or replace the product at no charge. CTC will not pre-replace warranty claims without physical inspection.
- » All products must be returned with their distinct, original labeling OR complete set of components\*. This means that a legible cable label and/or engraving must be visible for CTC to validate and repair or replace the returned product. If the original labeling has been burned off, damaged, or is no longer legible, CTC requires that all components of the damaged product be returned along with valid proof of purchase. We ask that customers refrain from cutting length of long cables or integral cable sensors prior to returning your product for RMA so that CTC can properly identify the original product. If your product is unidentifiable and does not contain all components, your product will be returned as is.

*\* For CTC Connect Wireless Sensor returns, the Lithium battery MUST BE REMOVED prior to shipping back to CTC.*

- » The customer is responsible for all shipping costs related to warranty replacements for wear and tear. If a returned product is outside of its warranty, is not a CTC product, or is not clearly identifiable as a CTC product, then CTC will contact you to ask whether the product should be return shipped or discarded. Return shipping costs for products that do not qualify for warranty replacement are at the customer's expense. If CTC does not receive confirmation as to whether the ineligible product should be returned or discarded after 1 month of repeated contact attempts, we will automatically discard your product.
- » Standard turnaround time is 3-5 weeks after receipt of product. Please note, if insufficient information is provided upon initial RMA submission, the timeline may be extended. CTC will not generate a replacement order until all RMA products have been received at our facility unless your case is specially approved for pre-replacement. If your warranty return is due to heavy abuse, neglect, or other use-related circumstances, CTC cannot expedite the return of a warranty replacement product. It is always recommended that spare hardware is purchased for critical machinery or routes should you need to return products under warranty due to unforeseen circumstances.