



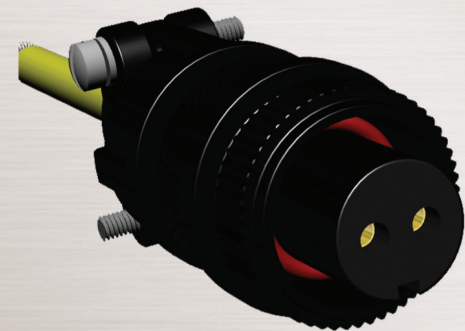
VIBRATION ANALYSIS HARDWARE

# UNCONDITIONAL LIFETIME WARRANTY

**YES,  
WE COVERED  
IT!**



**YES,  
WE COVERED  
IT!**



# YES, IT'S COVERED!

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 CTC Line of products, we back up our promise with the industry's best Unconditional Lifetime Warranty.

***If any CTC Line product should ever fail, CTC will repair or replace the product, free of charge.***

We not only offer you the highest quality products on the market, but we also offer you unmatched service and peace of mind for the lifetime of your CTC Line product.

We wouldn't have you do business any other way.



A handwritten signature in black ink that reads "Todd Cook".

TODD COOK  
Co-owner



A handwritten signature in black ink that reads "Laura A. Cook".

LAURA COOK  
Co-owner



A handwritten signature in black ink that reads "Andrew Cook".

ANDREW COOK  
Director  
of Sales



A handwritten signature in black ink that reads "Charlotte Cook".

CHARLOTTE COOK  
Director of  
Marketing

# THE CTC DIFFERENCE

***DON'T JUST TAKE OUR WORD FOR IT - READ MORE FROM CUSTOMERS WHO CHOOSE CTC TIME AND TIME AGAIN:***

"I have been a CTC customer for over 15 years. I continue to purchase CTC Products for many reasons, including the quality, friendly customer service and technical support, prompt delivery and their unique 'Unconditional Lifetime Warranty.'

There is one particular circumstance that I wish to mention. I have a customer that is a municipal water utility. Their water supply pumps are substantially larger than average. In fact, they hope to not remove these pumps due to their large size and expense of installation in any time period less than 10 years.

I have been using CTC accelerometers and cables on underwater pump applications for many years very successfully. This customer was planning to remove and repair several of their pumps for routine upgrade. I was able to persuade them that obtaining vibration measurements directly from the pump would be beneficial. Within a few days of installation, both sensors failed. CTC not only replaced the failed sensors (without a product return, as they were inaccessible) but in this circumstance they doubled the volume as we felt bad about their unusual experience and this would allow them to place sensors on the next two pumps.

About a month after the second pump was installed these sensors also failed. CTC Owner, Todd Cook was notified of the failures. Immediately testing was done for water incursion and it was discovered that recently an automated welding machine was updated at the factory, regrettably it was not set up properly by the manufacturer after purchase, which allowed water incursion into the sensor.

Todd requested that the sensors and cables be returned, so he could replace them. Unfortunately, this was not an average installation and it was cost prohibitive to remove the pumps from the river. Todd asked if there was any other way to access the sensors. The customer somewhat jokingly mentioned that they occasionally use a dive team. Todd requested they get a quote and commissioned the dive team to replace all the sensors.

Previously, leak testing was not performed on every sensor that was produced. Now as a result, 100% of the sensors are leak tested. The replaced sensors currently remain in service many years later."

*-Jim Lancaster,* **IR Technology**

# TRULY UNCONDITIONAL LIFETIME WARRANTY

*THE CTC LINE OF PRODUCTS IS COVERED BY A BEST-IN-CLASS, UNCONDITIONAL LIFETIME WARRANTY. WHEN WE SAY UNCONDITIONAL, WE MEAN IT - HERE ARE JUST SOME OF THE REASONS WE'VE OFFERED HASSLE-FREE, FREE-OF-CHARGE REPAIR OR REPLACEMENT TO OUR VALUED CUSTOMERS:*



DAMAGE CAUSED BY PLANT FIRE



DAMAGE CAUSED BY HEAVY ABUSE



DAMAGE CAUSED BY WATER



DAMAGE CAUSED BY ACCIDENTAL NEGLECT



DAMAGE CAUSED BY A VARIETY OF OUTRAGEOUS CIRCUMSTANCES:  
CRUSHED, RUN OVER, EXPOSED TO HARSH WEATHER AND CONDITIONS, AND MANY MORE...

# YES, WE COVERED IT!

*WE KNOW SEEING IS BELIEVING. CHECK OUT THESE EXAMPLES OF CTC PRODUCTS CUSTOMERS HAVE RETURNED FOR A HASSLE-FREE, COMPLIMENTARY REPAIR OR REPLACEMENT:*

**AC208-1D**



**CB206-D2J**



# YES, WE COVERED IT!

*WE KNOW SEEING IS BELIEVING. CHECK OUT THESE EXAMPLES OF CTC PRODUCTS CUSTOMERS HAVE RETURNED FOR A HASSLE-FREE, COMPLIMENTARY REPAIR OR REPLACEMENT:*

**C3 CONNECTOR**



**CB102-A2R**



# YES, WE COVERED IT!

*WE KNOW SEEING IS BELIEVING. CHECK OUT THESE EXAMPLES OF CTC PRODUCTS CUSTOMERS HAVE RETURNED FOR A HASSLE-FREE, COMPLIMENTARY REPAIR OR REPLACEMENT:*

CT102-4C



# FAQs

## ANSWERS TO SOME OF YOUR MOST COMMON QUESTIONS ABOUT CTC'S UNCONDITIONAL LIFETIME WARRANTY

### **Q WHAT PRODUCTS QUALIFY FOR THE UNCONDITIONAL LIFETIME WARRANTY?**

**A** Any CTC Line product (indicated by the red CTC logo) can be returned for a complimentary repair or replacement, for any reason, at any time. PRO and TMP Line products are covered by best-in-class limited warranties.

### **Q WHAT MAKES CTC'S UNCONDITIONAL LIFETIME WARRANTY DIFFERENT FROM COMPETITORS?**

**A** CTC's unconditional lifetime warranty is truly unconditional - we cover many repairs and replacements that are not typically covered by our competitors, including damage caused by fire, neglect, and heavy abuse. We also understand that accidents happen - that's why we're committed to covering repairs or replacements for CTC Line products in the most unique situations. We've covered replacements of products that have been run over, crushed, and damaged during long-term submersion, among many other causes of damage. We are committed to standing by our customers and providing unmatched service and support for the lifetime of your CTC Line product.

### **Q HOW DO I RETURN MY CTC PRODUCT FOR REPAIR OR REPLACEMENT?**

**A** The process for requesting a repair or replacement for your CTC Line product is easy - visit: [www.ctconline.com/rma.aspx](http://www.ctconline.com/rma.aspx) to complete the online RMA Form, and be sure to select 'Warranty Repair/Replacement' under the 'We are Requesting' field. The CTC Team will begin processing your RMA request upon receipt of your completed form.





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# CONTACT CTC

*CTC IS HERE TO HELP WITH YOUR VIBRATION ANALYSIS NEEDS*

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**[SALES@CTCONLINE.COM](mailto:SALES@CTCONLINE.COM)**

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