



Tech Tips



July/August 2010

TEC 3000 Temperature Probes

Effective September 20, 2010, Part numbers for the Temperature probes used on Chart/MVE freezers have been changed due to the manufacturer's design change which will allow easier installation of temperature probes. The new part numbers for the temperature probes are found below.

Description	Old PN	New PN
TEMPERATURE PROBE 1000 OHM RTD 44"	10713418	14796724
TEMPERATURE PROBE 1000 OHM RTD 96"	10713354	14795166



Purge Valve Service Assembly

The purge valve now has a new service assembly which includes the TEC 3000 compatible, white two pin connector. Please use part number 13284954S to order the purge valve.

Stainless Steel Freezer Warranty Statement

The most updated Stainless Steel Freezer Warranty Statement is attached. Please review this document and contact Customer Service if you have any questions.

AutoFill Disabling Alarms

There are two alarms that will disable automated filling on the TEC 3000: Fill Time and Hot Gas Bypass. These alarms are signs that filling is not behaving as normal. The Hot Gas Bypass Time Alarm (HG) alerts the customer that the maximum allowable bypass time has been surpassed. This alarm could be a sign of an empty supply, low supply pressure, or a bypass time increase is in order. The fill time alarm alerts the customer that the maximum fill time has been exceeded. This alarm could mean there is an inadequate supply, the inline filter is clogged, the solenoids are not opening completely, or a leak in the plumbing. When these alarms occur, automatic filling will not resume until the alarm has been acknowledged and cleared.



Customer & Technical Info

For ordering information contact

Customer Service:

Europe:	+44 1344 403100
Australia/New Zealand:	+61 2 9749 4333
US Toll Free:	800.482.2473
Asia/Pac Rim:	770.721.7759
The Americas:	770.721.7759

For technical information contact

Technical Service:

Europe:	
Phone:	+44 1344 403100
Email:	techservice.europe@chart-ind.com
US Toll Free	
Phone:	800.482.2473
Email:	techservice.usa@chart-ind.com
Asia/Pac Rim	
Phone:	770.721.7759
Email:	techservice.usa@chart-ind.com

www.chartbiomed.com



BioMedical

Limited Warranty Statement
Chart Inc., 2200 Airport Industrial Drive, Suite 500, Ball Ground, GA 30107

General Terms:

“New Product” - Chart Inc. (“CHART”) warrants to the original purchaser (“Purchaser”) that each new Eterne, HE/MVE/XLC/LN2 Supply Switch product (collectively, the “New Products”), shall be free from defects in materials and workmanship for a period of two (2) years from the date of shipment, except as provided below. CHART warrants that the dewar vacuum integrity shall be free from defects in materials and workmanship for a period of five (5) years from the date of shipment, except as provided below. CHART warrants that the MVE Cryo Cart, including the dewar vacuum integrity, shall be free from defects in materials and workmanship for a period of one (1) year from the date of shipment, except as provided below.

“Repair/Blemished Product” - CHART warrants to the Purchaser that all repaired equipment and factory blemished equipment (collectively, the “Repair/Blemished Products”) shall be free of defects in materials and workmanship for a period of (90) days from the date of shipment, except as provided below. CHART warrants that the dewar vacuum integrity shall be free from defects in materials and workmanship for a period of (1) year from date of shipment, except as provided below.

“Service Part” - CHART warrants to the Purchaser that all Service Parts and Accessory Items (each a “Service Part”) are warranted for (90) days from date of shipment to be free of defects in materials and workmanship, except as provided below.

Limited Warranty Provisions:

Purchaser agrees that before this limited warranty shall become effective, Purchaser shall fully inspect each New Product, Repair/Blemished Product, or Service Part within ten (10) days of delivery and before such Product is put to use. Purchaser also agrees to operate the New Product, Repair/Blemished Product, or Service Part in accordance with CHART’s operating instructions and that failure to do so shall void this limited warranty. Purchaser further agrees that any claim for breach of warranty must be made in writing within 60 days of discovery of a purported defect. CHART will not be responsible for any alleged breach of warranty, which, as a result of CHART’s inspection, CHART determines to have arisen from a cause not covered by this limited warranty. In this case, CHART will charge the purchaser a nominal fee to repair the unit.

This limited warranty does not apply to: (A) Normal routine service items, (B) Repair or replacement necessitated by misuse, abuse, accident, or repairs made by persons other than CHART or persons not authorized by CHART, (C) Use of external equipment or parts with the New Product, Repair/Blemished Product, or Service Parts other than those approved by CHART, (D) Defects caused by effects of normal wear and tear; and (E) Acts of God, or other causes not within the control of CHART.

If Purchaser believes that a New Product, Repair/Blemished Product, or Service Part does not comply with the limited warranty stated above, Purchaser should contact CHART at the address stated above, describing the problem and providing proof of the date of purchase. If directed by CHART, Purchaser shall return the New Product, Repair/Blemished Product, or Service Part freight prepaid, properly packaged in a CHART approved shipping container and properly identified by a Return Material Authorization Number issued by CHART. New Products, Repair/Blemished Products, or Service Parts returned without a Return Material Authorization Number will be refused and returned at Purchaser’s expense.

The remedies available for any breach of this limited warranty are limited to repair or replacement of the defective New Product, Repair/Blemished Product, Service Part, or refund of the purchase price, at the sole discretion of CHART. CHART warrants that replacement or repaired New Product, Repair/Blemished Product, or Service Part shall be free from defects in material and workmanship for the duration of the unexpired portion of the original warranty or ninety (90) days from the date of re-shipment to Purchaser, whichever is longer. PURCHASER’S RECOVERY FROM CHART FOR ANY CLAIM SHALL NOT EXCEED PURCHASER’S PURCHASE PRICE FOR THE NEW PRODUCT, REPAIR/BLEMISHED PRODUCT, OR SERVICE PART GIVING RISE TO SUCH CLAIM, IRRESPECTIVE OF THE NATURE OF THE CLAIM, WHETHER IN CONTRACT, TORT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. CHART SHALL NOT BE LIABLE FOR AND PURCHASER SHALL INDEMNIFY, DEFEND AND HOLD CHART HARMLESS FROM ANY CLAIMS BASED ON CHART’S COMPLIANCE WITH PURCHASER’S DESIGNS, SPECIFICATIONS OR INSTRUCTIONS, OR MODIFICATION OF ANY PRODUCTS BY PARTIES OTHER THAN CHART, OR USE IN COMBINATION WITH OTHER PRODUCTS.

PURCHASER SHALL NOT IN ANY EVENT BE ENTITLED TO, AND CHART SHALL NOT BE LIABLE FOR, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, BUSINESS INTERRUPTION COSTS, REMOVAL AND/OR REINSTALLATION COSTS, REPROCUREMENT COSTS, LOSS OF PROFIT OR REVENUE, LOSS OF DATA, PROMOTIONAL OR MANUFACTURING EXPENSES, OVERHEAD, INJURY TO REPUTATION OR LOSS OF CUSTOMERS, EVEN IF CHART HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

EXCEPT FOR THIS LIMITED WARRANTY, CHART HAS MADE NO WARRANTIES OR REPRESENTATIONS, EXPRESSED OR IMPLIED, AND HEREBY DISCLAIMS ANY OTHER WARRANTIES, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO REPRESENTATION OR STATEMENT OF CHART MAY CHANGE OR ALTER THIS LIMITED WARRANTY.

Any claims for breach of this limited warranty shall be governed by Georgia law and without regard to conflict of law rules thereof and must be brought in a state or federal court in Georgia.

Some states do not allow limitations on implied warranties or on incidental or consequential damages, so the above limitations may not apply. This limited warranty gives the Purchaser specific legal rights. Purchaser may also have other rights, which vary from state to state.