



Warranty Statement

Effective 1/15/2020

Limited Warranty - Product - Liability for Repair and Replacement Only

All Sierra products are warranted to be free from defects in material and workmanship and will be repaired or replaced at no charge to Buyer, provided return or rejection of product is made within a reasonable period but no longer than one (1) year for calibration and non-calibration defects, from date of delivery. To assure warranty service, customers must register their products online on Sierra's website. Online registration of all of your Sierra products is required for our warranty process. Register now at <http://www.sierrainstruments.com/register> .

This warranty does not cover any damage or discoloration caused by corrosion due to gases, liquids, or any other source, nor does it cover normal wear of any seals in its products and with gases other than air, or unless otherwise specified in the contract. Such returns are contingent on Sierra's examination and reasonable satisfaction that any defects are covered by this warranty and that the Buyer has not returned the equipment in a damaged condition, due to any negligence, tampering, misapplication or product modification on the part of the Buyer or his agents. Sierra shall not be liable for installation charges, for expenses of Buyer for repairs or replacement, for damages from delay or loss of use, or other indirect or consequential damages of any kind.

Sierra extends this warranty only to Sierra products properly used and properly installed for the particular application for which intended and quoted, and this warranty does not cover products which have been modified without Sierra's approval or which have been subjected to unusual physical or electrical stress, alteration, or tampering, or upon which the original identification marks have been removed or altered. Whenever the design of the equipment to be furnished or the system in which it is to be incorporated originates with the Buyer, Sierra's warranty is limited specifically to matters relating to furnishing Sierra equipment free of defects in materials and workmanship and Sierra assumes no responsibility for implied warranties of fitness for purpose or use. Any replacement or repair shall be to Sierra's factory, unless otherwise directed. No items shall be returned for warranty repair without prior written authorization from Sierra.

Note: Sierra's InnovaSwitch™ Flow Level Switches come with a two (2) year warranty with the above stipulations.

Lifetime Limited Warranty on Patented Dry-Sense Sensor Technology

In addition to Sierra's standard one (1) year manufacturing warranty on all instruments produced, Sierra also offers a lifetime warranty on all DrySense™ sensors standard with Sierra models 640i, 780i, 640S, 780S, and 670S instruments sold after January 1, 2010. This warranty does not extend to the Model



620S, the BoilerTrak™, the HT (High Temperature) 640S/780S sensor or the 780S UHP (Ultra High Purity) sensors. To assure warranty service, customers must register their products online on Sierra's website. Online registration of all of your Sierra products is required for our warranty process. Register now.

The lifetime warranty covers electrical or mechanical failure of the sensor over the lifetime of the product. Electrical failure is defined as an open (infinite ohms as measured by an ohmmeter), a short (zero ohms as measured by an ohmmeter) or excessive drift of the resistance values of the temperature and velocity elements in relation to each other as measured in accordance with the validation procedures detailed in the Smart Interface Program (SIP) provided with each instrument upon order.

Mechanical failure is defined as the mechanical breakage of the sensors or probe shaft components including the failure of any welds joining these components, provided the conditions below are met. This warranty does not cover any damage or discoloration caused by corrosion due to gases, liquids, or any other source, nor does it cover recalibration expenses for any reason other than the electrical or mechanical failure described above. Such returns are contingent on Sierra's examination and reasonable satisfaction that any defects are covered by this warranty and that the customer has not returned the equipment in a damaged condition, due to any negligence, tampering, misapplication or product modification on the part of the customer or customer agents.

Sierra shall not be liable for installation charges, for expenses of customer for repairs or replacement, for damages from delay or loss of use, or other indirect or consequential damages of any kind. Sierra extends this warranty only to Sierra products properly used and properly installed for the particular application for which intended and quoted, and this warranty does not cover products which have been modified without Sierra's approval or which have been subjected to unusual physical or electrical stress, alteration, or tampering, or upon which the original identification marks have been removed or altered.

Whenever the design of the equipment to be furnished or the system in which it is to be incorporated originates with the customer, Sierra's Dry-Sense warranty is limited specifically to matters relating to furnishing Sierra equipment free of defects in materials and workmanship and Sierra assumes no responsibility for implied warranties of fitness for purpose or use. Any replacement or repair shall be done by Sierra's factory, unless otherwise directed.

Lifetime NO-DRIFT Sensor Warranty

Sierra MEMS Thermal Mass Flow Products

In addition to Sierra's standard three (3) year manufacturing warranty on all MEMS mass flow instruments produced, Sierra also offers a Lifetime No-Drift Sensor Warranty. Sierra defines no-drift as less than 1% of full scale over the life of the instrument. Therefore, if drift of greater than 1% of full scale occurs over the sensor's lifetime, the sensor and/or entire instrument will be repaired or replaced and recalibrated free of charge.

This warranty applies to all MEMS/CMOS thermal mass flow sensors standard on every Sierra RedySmart™ and RedyCompact™ models sold after January 15, 2020. This warranty is only valid if the unit is exclusively used with the gas or gases specified during the initial calibration or recalibration, without any additives in any form and under the operating conditions (temperature, inlet and outlet pressure, full scale flow rate) the unit was originally specified for.

Sierra's Lifetime No-Drift Sensor Warranty is made possible due to high-precision MEMS (Micro-Electro Mechanical Systems) technology utilizing an advanced ultra-stable CMOS (Complementary Metal Oxide Semiconductor) sensor. The use of MEMS techniques allows both electronic circuits and mechanical devices to be manufactured on a silicon chip, similar to the process used for integrated circuits.

To assure warranty service, customers must register their products online on Sierra's website. Online registration of all of your Sierra products is required for our warranty process.

Warranty Limitations:

Warranty does not cover any damage or discoloration caused by particulates deposited by dirty gases, liquids, residue or any other source. Warranty does not cover usage of any corrosive gas not compatible with the wetted materials listed:

Wetted Material

Sensor Compartment

- Aluminum
- Stainless Steel

Sensor Element CMOS

- Silicon (Si)
- Silicon oxide (SiO_x)
- Silicon nitride (Si₃N₄)
- Stainless steel
- Hysol FP4450/4451TD
- Gold connectors

Sensor Compartment O-ring Sealing

- FKM
- EPDM / FFKM on request

Warranty does not cover electronics drift or recalibration expenses for any reason other than the failure described above. Such returns are contingent on Sierra's examination and reasonable satisfaction that any defects are covered by this warranty and that the customer has not returned the equipment in a damaged condition, due to any negligence, tampering, misapplication or product modification on the part of the customer or customer agents. Third party reports will not be accepted for warranty claims.

Sierra shall not be liable for installation charges, for expenses of customer for repairs or replacement, for damages from delay or loss of use, or other indirect or consequential damages of any kind. Sierra extends this warranty only to Sierra products properly used and properly installed for the particular application for which intended and quoted, and this warranty does not cover products which have been modified without Sierra's approval or which have been subjected to unusual physical or electrical stress, alteration, or tampering, or upon which the original identification marks have been removed or altered. Whenever the design of the equipment to be furnished or the system in which it is to be incorporated originates with the customer, Sierra's Lifetime No-Drift Sensor Warranty is limited specifically to matters relating to furnishing Sierra equipment free of defects in materials and workmanship and Sierra assumes no responsibility for implied warranties of fitness for purpose or use. Any replacement or repair shall be done by Sierra's factory by qualified technicians.

Corrosive and Dangerous Gas Warranty Coverage

Sierra's 50, 100 and 800 Series capillary products are compatible with most gases due to their 316 stainless steel flow bodies and sensors, provided they are used with the recommended elastomeric seal material. However, these gases can often mix with other gases or liquids during use which can alter their chemical properties and create a corrosive or dangerous condition as noted above.

Because of safety concerns, Sierra has adopted a "Do Not Return" policy for capillary devices subjected gases listed on our "Corrosive and Dangerous Gas Policy" list. The normal 1-year warranty is void once the device is exposed to one of these gases. View complete list of gases on the Corrosive-Dangerous Gas Policy.

Service Warranty

All Sierra Service orders (RMA) are warranted for 90 days from shipment date to be free from defects in workmanship and material recently replaced to which defective material will be repaired or replaced at no charge to customer. For more information contact the factory at service@sierrainstruments.com