

Peace of Mind From a Lifetime Warranty

Premier Control Technologies has launched a local UK service department to support the Lifetime Warranty offered by Alicat Scientific for their range of mass flow and pressure measurement/control instrumentation.

Many manufacturers make excellent products and, of course, back them with a 12 month Warranty. Alicat Scientific, however, are so confident in their quality and reliability that they have increased this to an impressive 36 month Warranty. Even more remarkable, however, is the fact that even beyond these initial three years customers can retain peace of mind from the **Alicat Limited Lifetime Warranty**.

Premier Control Technologies and Alicat Scientific have worked closely together to provide the United Kingdom with local service and support facilities that compliment this Alicat Warranty and provide customers and users alike with an Approved and Certified addition to the Global Service Network. Alicat Gas Mass Flow Meters, Gas Mass Flow Controllers, Liquid Meters/Controllers, Pressure and Vacuum Metering and Control products are all covered under this Warranty and it is, of course, recommended that this document be studied and understood (<https://www.pctflow.com/our-products/flow-meters/miscellaneous/alicat-limited-lifetime-warranty/>).

Over the years the instrumentation industry has seen many smaller, more nimble, companies being assimilated into larger multi-nationals and, in the name of efficiency, this has sometimes resulted in service and calibration functions being relocated to low-cost zones within Europe or to “parent” companies in the power-houses such as Germany and the Netherlands. Post-Brexit industry in the UK will require a local certified and knowledgeable support infra-structure that will eliminate the time, cost and logistical complications of shipping goods either across the Atlantic or even just to the mainland of Europe. Perhaps even more important is the need to provide a reliable standard service that ensures engineers can work within known shut-down periods. Having sent an instrument away for periodic recalibration they must be assured that it will return within their required time-scale, not some notional “few weeks” from the supplier. Furthermore, an element of flexibility must be possible to fulfil those unforeseen emergencies that sometimes happen.

Premier Control Technologies offer standard service turn-around times of 3-5 days with a Gold Service of 1 day being available upon request. This service capability is designed to support Alicat customers and maintain the Lifetime Warranty.

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