

SEM Product Warranty

All Products



**Global Leader in High Security Information
End-of-Life Solutions for Over 50 Years**

SEM warrants, for a period of time listed below from date of shipment, that product will be free from defects in material and workmanship when used under normal operating conditions and properly installed and maintained. Excluded from warranty coverage are normal wear items and electrical components, including but not limited to knives, cutters, belts, chains, switches, PC boards, evacuation tubes, optics and other electrical contacts. Wear items are not included for consideration unless the components are deemed defective.

Any purchased part used in the assembly of a SEM system will carry the manufacturer's original warranty for the original SEM customer. Warranty does not cover damages by freight handlers, misuse, neglect, acts of nature, unauthorized modifications/disassembly, tampering and/or the use of other than the SEM factory components/parts. Warranty repairs must be made by SEM and/or an authorized SEM factory trained service representative when available. Warranty does not include any transportation, travel, or living expenses. Some products require a "return to factory" labor warranty due to their sophisticated electronic systems. These include degaussers and some shredders. All returns to factory will follow the same procedure for all warranty notifications by acquiring a RGA number and shipping the products, prepaid to SEM at 5 Walkup Drive, Westborough, MA 01581. Customer is responsible for ensuring the equipment is packaged effectively as freight/transit damage is at the customer's expense. It is highly recommended that customer insure product at their expense prior to transportation.

New Disintegrator (System)

Disintegrators – Basic Systems, Value Kits, Green Value Kits	5-yr parts, 90 days labor
Waste Collection Systems and Briquetters	1-yr parts, 90 days labor

Reconditioned Disintegrator (System)

Disintegrator	1-yr parts, 30 days labor
Waste Collection System and Accessories	6 months parts, 30 days labor

Paper Shredders

High Security – Departmental Class	1-yr parts, 1-yr cutting head, 90 days labor
Cross Cut/Strip Cut – Departmental and Central Shred Class	3-yr parts, 90 days labor
Desktop* Series (i.e. 1121, 1125P/CD and 1324 Series)	1-yr parts, 90 days return-to-SEM factory labor
Cross Cut/Strip Cut – Central Shredding Class	1-yr parts, 90 days labor

Magnetic Media Degaussers

HD-2, HD-3WXL, TS-1, SD-1, EMP1000, EMP1000-HS	1-yr parts, 90 day return-to-factory labor
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Optical Media Destroyers: Model 0201OMD, 0202OMD, 0200 Series	1-yr parts, 90 days labor
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Hard Drive Crushers: Models 0100, 0101, 0205	1-yr parts, 90 days labor
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Hard Drive Shredders: Models 0300, 0301, 0302, 0303, 0304, 0305, 0315	1-yr parts, 90 days labor
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Solid State Destroyers: Models 2SSD, SSD1-HS	1-yr parts, 90 days labor
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Warranty Parts Return

Warranty is conditional on notification to SEM's Customer Service Department by calling (800) 225-9293. All materials being returned for warranty credit must have the requested Return Goods Authorization number; ("RGA") issued by SEM's Customer Service Department, and must be returned within 30 days after the discovery of the defect. All shipping costs on returned material must be prepaid by the customer. Cartons must be marked on the outside with the RGA number and "Warranty Parts". For desk-side model shredders, SEM, at our discretion reserves the right to repair or replace unit covered under warranty. All material must be properly packaged. SEM is NOT responsible for damage due to improper packaging or transit issues.