

Codonics Horizon Double Depot Swap Limited Warranty

Technical Brief

WHAT WE WILL PROVIDE

The Codonics Horizon Double Depot Warranty provides coverage for Horizon Series products sold in accord with the requirements of this MOU with **temporary** replacement equipment maintained and dispatched from the party representing Codonics in the region as assigned by this MOU and hereafter called The Local Codonics Representative Organization.

The Codonics Horizon Multi-Media Dry Imager is warranted by Codonics, Inc. against defects in materials and workmanship for 15 months from the date of original purchase. The Codonics Horizon Double Depot Warranty provides for the **temporary** replacement of the Horizon Multi-Media Imager should the end user, after a failure, be unable to return their unit to correct operating condition through taking the steps identified in the troubleshooting section of the User's Manual and after performing troubleshooting with The Local Codonics Representative Organization and Codonics corporate Technical Support. Limitations apply.

Required Process:

The customer reports a hardware problem to their Local Codonics Representative Organization. The Local Codonics Representative Organization handles front line technical support. In the event that the Local Codonics Representative Organization is unable to resolve the difficulty, the Local Codonics Representative Organization contacts Codonics directly. Codonics' Technical Support personnel will analyze the service needs, assist Local Codonics Representative Organization technical personnel to troubleshoot the problem and, if necessary, approve shipment of the temporary replacement equipment to be dispatched to the customer site. The Local Codonics Representative Organization must supply the serial number, model number and location of the unit in order to verify Horizon Double Depot warranty status. A temporary replacement Horizon Imager may not be dispatched unless legitimate troubleshooting was performed and has been accepted by Codonics.

Local Codonics Representative Organization will attempt repair of the failed imager. In the event that Local Codonics Representative Organization cannot make repair, the failed unit will be sent freight collect to Codonics for repair. Codonics will repair the product within seven (7) business days and ship the unit back to Local Codonics Representative Organization.

This warranty does not apply if the product has been damaged by accident, misuse, abuse, incorrect installation, or unauthorized modifications. Repairs of this nature will be made only after consultation with the customer and they provide acceptance of the applicable quotation.

On the temporary replacement equipment, the end user is responsible for the temporary placement equipment and any damage, cosmetic or otherwise, as a result of misuse, improper packaging, and the use of non-removable identification labels on the temporary replacement equipment unit's encasement. If a unit is returned to Codonics with damage of this nature, Codonics will invoice the end user for all parts and labor required to make the unit "like new." Examples of damage are: unit not returned in the original packaging container or not packed correctly, severe cover(s) damage (deep scratches, cracks, etc.), non-removable hospital asset labels or markings.

VERY IMPORTANT: Be certain to: Power the unit down correctly to ensure proper parking of the thermal printhead, remove the RECEIVE TRAYS, supply cassettes and donor before shipping and package in original packaging container. Do not return the receive trays or supply cassettes unless instructed to do so by Codonics Technical Support.

In the event that the Local Codonics Representative Organization cannot repair the failed imager, the properly packaged failed unit must be shipped to Codonics, Middleburg Heights, USA or to an authorized repair center as designated by Codonics Technical Support. Contact your sales representative for assistance. The RMA number should be clearly written on the outside of the box. In any correspondence, refer to the product by model number and serial number.

Horizon Sunrise Express Warranty and Extended Warranty coverage is available for years one through five.

How do I order?

When placing your initial order for a Codonics Horizon imager, simply order the appropriate warranty option in addition to the product.

Part Number / Description for Horizon Ci / GS

H-DPTD-1-CN Horizon,China,Double,Depot,Swap, year 1

H-DPTD-2-CN Horizon,China,Double,Depot,Swap, year 2

H-DPTD-3-CN Horizon,China,Double,Depot,Swap, year 3

H-DPTD-4-CN Horizon,China,Double,Depot,Swap, year 4

H-DPTD-5-CN Horizon,China,Double,Depot,Swap, year 5

H-DPTD-2-3-CN Horizon,China,Double,Depot,Swap, covers years two through three

H-DPTD-2-5-CN Horizon,China,Double,Depot,Swap, covers years two through five

Products are sold on the basis of the specifications applicable at the time of manufacture. Codonics, Inc. shall have no obligation to modify or update products once sold.

NO AGENT, REPRESENTATIVE, DEALER, OR EMPLOYEE OF THE COMPANY HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OF THE WARRANTY.

Contacting Codonics:

Codonics Direct Technical Support (English Speaking) is available 24 hours per day, seven days per week. Telephone hotline support Domestic: 800-444-1198 or International: +1-440-243-1198
e-mail address: support@codonics.com

Codonics Authorized Service Provider in China: SHANGHAI PANGBO INVESTMENT MANAGEMENT, Rm 910, Tower A, City Center of Shanghai, No. 100 Zunyi Road Shanghai, P.R. China. 800-820-8635, email address: chinassupport@codonics.com

Verification of Warranty Status and Initiation of Horizon Double Depot Warranty action:

The Local Codonics Representative Organization shall contact Codonics and provide the failing equipment's serial number and information regarding the troubleshooting that was performed. Codonics corporate Technical Support personnel will advise the Local Codonics Representative Organization of the warranty status.

Limitations

This warranty does not apply if the product has been damaged by accident, misuse, abuse, incorrect installation, or unauthorized modifications.

No other express warranty is given. The replacement or repair of a product is the exclusive remedy. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED HEREIN, CODONICS, INC. DISCLAIMS ALL WARRANTIES ON THE PRODUCTS FURNISHED HEREUNDER, INCLUDING ANY AND ALL IMPLIED WARRANTIES FOR MERCHANTABILITY AND FITNESS. Some states, provinces, or countries prohibit limitations on the length of an implied warranty; therefore the above-cited limitations may not be applicable to you. IN NO EVENT SHALL CODONICS, INC. BE LIABLE FOR CONSEQUENTIAL DAMAGES. Some states, provinces, or countries prohibit the exclusion or limitation of incidental or consequential damages; therefore the above limitation or exclusion may not apply to you.