



## **Codonics 公司售后服务及质量保证**

### **Codonics Company's After-sales Service and Quality Assurance**

Kiosk-F 自助打印系统，Codonics 公司与其中国区唯一授权售后服务公司即上海磅礴投资管理有限公司（以下简称上海磅礴公司）做出如下售后服务及质量保证：

Codonics Company provides after-sales service and quality assurance together with Shanghai Pangbo Investment & Management Co., Ltd. (hereinafter referred to as the Shanghai Pangbo Company, which is Codonics' exclusive authorized after-sales service company in China) as follows:

CODONICS 公司保证，自发运之日起 14 个月内或自安装之日起 12 个月内（以上两者之中时间较短者为准），Kiosk-F 自助打印系统在材料及工艺上不存在瑕疵。Codonics Kiosk-F 质量担保规定，在设备发生故障后，如最终用户根据用户手册中有关检修部分的规定采取有关步骤，并在与上海磅礴公司客服部技术支持一起对仪器进行检修后，如果内部 Horizon 相机仍无法恢复至正确运行状态，则 Codonics 公司将负责为客户更换一台相同或更高性能的仪器。**(此条款只适用于使用科多尼克授权的胶片)**

Codonics Company guarantees that Kiosk-F self-service printing system shall have no defect in material and process within 14 months after it is delivered or within 12 months after it is installed (whichever occurs later). The quality assurance of Codonics Kiosk-F regulates that after equipment fails, if the final user takes relevant measures according to the maintenance part in the user manual and carries out repair together with the technical support personnel in the client service department of Shanghai Pangbo Company, and the built-in Horizon camera can't regain the right operation status, Codonics Company will be responsible for replacing one set of instrument with similar or higher performance for the client. **(this term only suitable for use Codonics's media )**.

**超出保修期外的保修价格，请联系科多尼克销售代表**

**Extended warranty available please contact with Codonics sales representative**

### **规定的程序**

#### **Stipulated Procedure**

客户通过全国免费电话 800-820-8635/400-820-5183 向 Codonics 公司在中国地区的授权售后服务公司即上海磅礴公司报告发生硬件故障。

The client reports the hardware failure to Shanghai Pangbo Company - the authorized after-sales service company in China of Codonics by the national free telephone 800-820-8635/400-820-5183.

上海磅礪公司将通过电话，与客户一起对设备进行检修。客户必须提供设备的系列号、型号及仪器所处地点，以便确认质量保证。

Shanghai Pangbo Company will carry out repair with the client by telephone. The client must provide the serial number, model and place of equipment, so as to confirm the quality assurance.

如上海磅礪公司无法通过电话帮助客户解决故障，则其有权指派一名技术支持代表到现场解决或者要求客户将内部有故障的 Horizon 相机退回至上海磅礪公司进行修理。在后一种情况下，用户将会得到一台临时替用的备用机。在对故障设备进行适当检修并经上海磅礪公司接受之前，不会为客户更换新的设备。如客户在一周之内未能退回其有故障的仪器，则上海磅礪公司必须收到一份经客户签字确认付款的传真。即客户未能在替用的设备发出后一周之内退回原故障设备，则其应承担付款责任。

If Shanghai Pangbo Company can't solve the problem by telephone for the client, it has the right to appoint a technical support representative to solve the problem on site or require the client to return the built-in Horizon camera with failure to Shanghai Pangbo Company for maintenance. In the latter case, the client will obtain a temporary alternative spare camera. Before the failure equipment is repaired appropriately and accepted by the Shanghai Pangbo Company, the replacement for new equipment can't be implemented for the client. If the failed equipment can't be returned within one week by the client, Shanghai Pangbo Company must receive a fax where the client confirms payment with its signature, which means that if the client fails to return original failed equipment within one week after alternative equipment is delivered, the client shall be responsible for payment for the alternative one.

## **发运说明:**

### **Description for the Delivery:**

客户应正确关闭设备电源，内部 Horizon 相机打印头需确保能停在适当的位置，将设备及随附物装入原包装箱内，然后发送。运送时必须购买保险以确保运输安全，否则如发生意外客户将负全责。

The client should correctly shut off the equipment power, ensure that the printing head of built-in Horizon camera stops in appropriate position, pack the equipment and attached parts into the original package box, and deliver it. During the delivery, the client must purchase insurance to enable the safe transportation; otherwise, the results will be undertaken by the client if accidents happen.

对因误用、不当包装及在设备包装盒上使用无法去除的识别标签所产生的任何损坏，无论是表面的或是其它的损坏，最终用户均应承担责任。如客户在将设备返还给上海磅礪公司时，设备发生保证以外的损坏，则上海磅礪公司将有权就其为使设备变得“象新的”一样，所提供的全部部件及人力，向最终用户收取费用并向其出具发票。保证以外的损坏包括：设备

返还时未放置于原包装内、或未正确包装（盖子严重损坏，深度划痕，裂纹等）、使用无法去除的医院标签或标识。原故障设备一经修复，即为上海磅礴公司所有。

For any damage caused due to misuse, inappropriate package and indelible identification label used on equipment package box, regardless of surface damage or others, the final user should undertake the responsibilities. If equipment has damage beyond the assurance when the client returns the equipment to Shanghai Pangbo Company, Shanghai Pangbo Company has the right to charge fees from and issue the invoice to the final user for provided parts and labor to make the equipment as good as new. The damages beyond the assurance include: when the equipment is returned, it is not packed in the original package box or not properly packaged (with serious cover damage, severe scratch, cracks, etc.), or it is attached with indelible hospital label and identification. If the original equipment with failure is recovered, it belongs to Shanghai Pangbo Company.

**重要说明:**

**Important Description:**

如上海磅礴公司经评估，认为根据本规定退回的某一 Kiosk-F 自助打印系统内部的 Hoizon 相机不存在任何性能问题，则其可对退回的原因进行调查。如存在对设备误用或滥用的情况，则 Codonics 可自行决定向客户签发设备退回及评估的费用发票，并要求客户预先支付在该客户地点进行的所有更换的费用。

If, upon evaluation by Shanghai Pangbo Company, it does not consider that the built-in Horizon camera of the returned Kiosk-F self-service printing system has any performance problem according to the regulations, it can carry out an investigation on the causes for return. If there is misuse and abuse, Codonics can, at its own discretion, issue the fee invoice for returning equipment and its evaluation to the client and ask the client to prepay the fee for replacement conducted at the client's premise.

**限制:**

**Restrictions:**

本保证不适用于下列情况：因事故、误用、滥用、不正确安装或未授权的改装或者使用非科多尼克授权的胶片所造成的损坏。用户应当按照设备附带的说明的规定，对设备进行定期清洁及维护。如因用户未能遵守上述规定而使设备产生故障，则本保证将被视为无效。

The assurance is not applicable to the following conditions: the damages are caused due to accidents, misuse, abuse, inappropriate installation, unauthorized refit or use of non-Codonics media. The client should carry out regular cleaning and maintenance in accordance with the regulations attached to the equipment. If the equipment has failure because the client fails to comply with above-mentioned regulations, the assurance will be deemed to be invalid.

除本保证外，不提供任何其它质量保证。如设备发生故障，客户唯一的救济是，要求更换或修理。除本保证中规定的质量保证外，上海磅礴公司不就本保证项下所提供产品承担任何其它保证，包括任何适销性及适用性的默示保证。在任何情况下，上海磅礴公司均不承担任何间接损害赔偿。

Except this assurance, other quality assurance will not be provided. If the equipment fails, the only

relief for the client is to ask for replacement or repair. Except the quality assurance regulated in this assurance, Shanghai Pangbo Company shall be not responsible for other assurances for the product provided under this assurance, including the implied assurance of marketability and applicability. In any case, Shanghai Pangbo Company shall not undertake any consequential damages.

该医院的 Kiosk-F 自助打印系统在验收合格并提供相关的安装确认后整机保修壹年。

After Kiosk-F self-service printing system of the hospital passes the acceptance inspection and relevant installation confirmation letter is provided, the whole unit will enjoy the warranty of one year.

协议有效期内, 服务时间:合同签署日期开始为期 1 年, 呼叫中心工作时间: 7 天×24 小时, 初次电话响应时间: 1 小时 现场响应时间: 外地路程时间+24 小时。

Within the validity period of the agreement, the service time: 1 year starting from the signing date of the contract; the working time of call center: 7 days × 24 hours; initial phone call response time: 1 hours; on-site response time: trip time + 24 hours.

本协议对设备开机承诺保证每月达到 95%, 若低于 95%, 双倍补偿,即超出一天,保修延长两天。

This agreement guarantees that the starting-up time is committed to reach 95% every month; if it is less than 95%, the double compensation will be provided – for each day exceeding the above standard, the warranty will be prolonged for two days.

产品出售时所依据的规格, 为产品生产时适用的规格。产品一旦售出, 上海磅礴公司无义务对产品进行修改或更新。

The specification followed when the product is sold refers to the applicable one upon product production. Once the product is sold, Shanghai Pangbo Company has no obligation to modify or upgrade the product.

公司的任何代理人、代表、经销商或雇员无权增加或改变本保证所规定的义务。

No agent, representative, distributor or employee of the company has the right to add or change the obligations specified in the assurance.

**授权代表: Codonics 公司**

**Authorized representatives: Codonics Company**

**上海磅礴投资管理有限公司**

**Shanghai Pangbo Investment & Management Co., Ltd.**

**日期: 2018 年 7 月 1 日**

**Date: Jul. 1, 2018**