

WARRANTY

EFFECTIVE: FEBRUARY 1, 2018 FOR US CUSTOMERS

This Warranty applies for the periods defined herein for the Product ("Warranty Period"). VITACON warrants the Products will substantially conform to published specifications and to the documentation, provided that it is used for the purpose for which it was designed. VITACON will, for a period of sixty (60) months from date of purchase, repair or replace any defective Product with new or reconditioned parts or Product that are functionally equivalent or superior to those originally supplied if the fault is due to a manufacturing defect. The Warranty does not cover bundled accessories delivered together with the Product such as: cables, computers, tablets, printers, keyboards, carts, etc. ("Third Party Products"). Third Party Products are covered under the Third Party Manufacturer's warranty and VITACON will act as the liaison for service events between Customer and Third Party Manufacturer's during the Warranty Period.

If Product is repaired or replaced within the Warranty Period for any reason, the original warranty is not extended beyond the initial Warranty Period. In no event will VITACON or its representatives be liable for direct, indirect, special, incidental, or consequential damages arising out of the use of or inability to use the Products, even if advised of the possibility of such damages. Neither VITACON nor its representatives are responsible for any costs, loss of profits, loss of data, or claims by third parties due to use of, or inability to use the Products. Neither VITACON nor its representatives will accept, nor be bound by any other form of guarantee concerning the Products other than this guarantee. Some jurisdictions do not allow disclaimers of expressed or implied warranties in certain transactions; therefore, this statement may not apply to you.

ACCIDENTAL DAMAGE COVERAGE (ADC)

VITACON adds up to two (2) incidents of Accidental Damage Coverage (ADC) on VITACON Products (VitaScan LT Scanner Probe and VitaScan PD Console) per year during the warranty period, each subject to a maximum service fee of \$500 for repairs or \$1,500 for an unrepairable exchange, plus applicable tax.

SERVICE EVENTS

For problems not solved via troubleshooting over the phone the customer must first obtain a Return Material Authorization (RMA) Number prior to sending Product to an Authorized Vitacon Service Center ("Service Center"). **The RMA Number must be visible on the outside of the package.** Absence of a visible RMA Number could result in the shipment being refused. Adequately package the Product to ensure it is not damaged during shipping. For added protection it is recommended you use a carrier capable of tracking the shipment. If Product is not received within thirty (30) days of issuance, the RMA Number will be cancelled. Shipping costs for sending Product for inspection are the responsibility of Customer.

Inspected Product determined to be in proper working condition:

Product will be returned to Customer and Customer will be charged a \$150 inspection and testing fee. Customer will be offered Product calibration while at the Service Center and if accepted (see Calibration pricing below), the \$150 inspection fee will be waived. Shipping costs in returning Product to Customer are the responsibility of Customer.

Inspected Product determined to be in faulty condition within the warranty period and not user damaged: Product will be repaired or replaced at no charge. If repair of Product will be more than two (2) business days from the receipt of Product at the Service Center, a comparable Loaner Product will be provided at no charge. Customer is responsible for the Loaner Product until it is returned to the Service Center. Loaner product must be returned within seven business days of receiving repaired product. Shipping costs in sending and returning Loaner product, and returning original Product to Customer are the responsibility of the Service Center.

Inspected Product determined to be in faulty condition outside the warranty period or user damaged within warranty period: Customer will be presented with an estimate for the repair or replacement charges. Shipping costs in returning Product to Customer are the responsibility of Customer.

All components that the Service Center repaired or replaced will be under warranty for three (3) months or for the remainder of the Warranty Period, whichever is applicable. The Service Center may recover the originally configured operating system bundled with the Product. VITACON will not restore or transfer any data or software from the Product's original storage media to a replacement Product. If the Product is repaired, all user generated data may be permanently deleted.

CALIBRATION

No annual Calibration is required on your VitaScan Product. Each month, or whenever accuracy assessment is desired or in question, the accuracy of the VitaScan Product should be tested using the procedure detailed in the User's Manual.

PLATINUM SUPPORT OVERVIEW

Platinum Support can be purchased in one year increments.

Platinum Support Price: \$995 per Bladder Scanner system per year.
Platinum Support Rate Lock: Three years
Platinum Support Services: Free Software Upgrades, Free Factory Calibration (Maximum: 2 per year), Free Loaners**, Free Shipping, Free Inspections, Discounted Repairs

<u>Description of Repair</u>	<u>Non-Support Member Price</u>	<u>Support Member Price*</u>
Assessment/Inspection	\$150 + \$35 Return Shipping	\$0 + Free Return Shipping
Clean & Calibrate (with certificate)	\$350 + \$35 Return Shipping	\$0 + Free Return Shipping (Max: 2)
Broken Top Cover	\$325 + \$35 Return Shipping	\$200 + Free Return Shipping
Broken USB Cord	\$475 + \$35 Return Shipping	\$300 + Free Return Shipping
Outer Case Replacement	\$800 + \$35 Return Shipping	\$475 + Free Return Shipping
Engine Replacement	\$1,979 + \$35 Return Shipping	\$1,345 + Free Return Shipping
Scanner Probe Full Replacement	\$3,750 + \$35 Return Shipping	\$1,500 + Free Shipping
Commercial Grade Tablet Replacement	\$500 + \$35 Return Shipping	\$300 + Free Shipping
Medical Grade Tablet Replacement	\$1,995 + \$35 Return Shipping	\$1,400 + Free Shipping
PD Console LCD Screen Replacement	\$500 + \$50 Return Shipping	\$300 + Free Shipping
PD Console Full Replacement	\$2,560 + \$50 Return Shipping	\$1,500 + Free Shipping

*Estimated discount repair rates are subject to change without notice.

** Loaner product must be returned within thirty days of receipt or within seven days of receiving repaired product, whichever occurs first.

PLATINUM SUPPORT ORDERING INFORMATION

To purchase Platinum Support complete the order information below and E-mail to sales@vitacon.us or Fax to 612-524-5840

FACILITY NAME:	
AUTHORIZED REPRESENTATIVE:	
BILLING ADDRESS:	
TELEPHONE:	
E-MAIL ADDRESS:	
PURCHASE ORDER #:	

ITEM #	DESCRIPTION	PRICE	PRODUCT SERIAL #s:	# of Years	Total \$
WUSSUP	Platinum Support	\$995			\$

(Authorized Representative Signature)

(Date)