Codonics® Digital Detector 24-Month Factory Limited Warranty   *Technical Brief*

WHAT WE WILL PROVIDE

The Codonics Digital Detector system, excluding the Battery Pack, is warranted by Codonics, Inc. against defects in materials and workmanship for 24 months from the date of original installation, or 27 months from date of shipment, whichever comes first, or for the length of the term provided in the contract that this Warranty is amended to. The Battery Pack is warranted by Codonics for twelve months from date of shipment. During that warranty period we will repair, or, at our option, replace free of charge, a product that proves to be defective in either material or workmanship within 15 days of receipt of the unit or part, provided you return the product, shipping prepaid, to Codonics, Inc. Middleburg Heights, Ohio, USA or to an authorized service center. Components used in the repair may be new or reconditioned at Codonics option. Limitations apply.

REQUIRED PROCESS

The customer reports a hardware problem to the original purchasing party. The original purchasing party handles front line technical support. In the event that the original purchasing party is unable to resolve the difficulty, the original purchasing party contacts Codonics directly. Codonics Technical Support personnel will analyze the service needs, assist the original purchasing party technical personnel to troubleshoot the problem and, if necessary, arrange for a Return Materials Authorization (RMA).

Whether the unit is under warranty or not, it is your responsibility to pay shipping charges for delivery to Codonics.

After warranty repairs are completed, Codonics will return the unit with postage prepaid. Out-of-warranty repairs will be returned C.O.D., billed to a major credit card, or on previously established credit (covering shipping costs and the service charge).

The packaged unit must be shipped to Codonics designated collection point or factory. 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.

NOTICE: VERY IMPORTANT

Be certain to power the unit down correctly and follow the instructions provided by Codonics Technical Support for packaging the device for shipment.

SHIPPING INSTRUCTIONS

An RMA number must be obtained from your sales/customer service representative. You must provide the serial number of the product and must have original packing material before an RMA number will be issued. If packing materials are needed, you are responsible for their purchase. Any damage incurred in transit is not covered by the 24-Month Limited Warranty.

Codonics suggests that you insure the shipment en route to the service center. In addition, failure to use proper packaging material and an RMA number for returns may result in products being rejected at the factory.

Should your product(s) require service, return it with the following information attached: owner's name, address, and telephone number, the model number, the complete serial number, and a clear description of the problem and service required.

POLICIES

Turnaround time is the number of working days from the date of receipt in the Codonics service facility, not including return shipping time. Factory Repair Services turnaround time average 15 working days.

The determination for either repair or replacement of a returned major component rests entirely with Codonics Technical Services.

If no problem is found, each out-of-warranty unit returned is subject to a $275 handling fee.

Bench rates for out-of-warranty labor are $138/hour (2 hour minimum).

Products returned without an RMA number are subject to delays or return to sender. If repair requests are not covered under warranty, the customer is notified before any repairs are made.

SERVICE WARRANTY

In-warranty repairs are warranted for the balance of the remaining warranty period or a minimum of 90 days from the date of service, whichever is longer. Any out-of-warranty repairs are warranted against defects in materials and workmanship for a period of 90 days from the date of service.

EXTENDED WARRANTY

In order to maintain uninterrupted warranty coverage, Codonics offers Extended Warranty for the Codonics Digital Detector System. Under Extended Warranty, faulty major components are repaired or replaced, at Codonics option, with no additional charge to the customer. Codonics repairs the component, typically within 15 working days of receipt of the product at Codonics, and pays for the standard ground return shipping to the customer. Customers are responsible for paying the shipping charges from the customer site to Codonics. As with out-of-warranty returns, customers must obtain an RMA and mark it clearly on the packaging prior to shipping the faulty unit to Codonics.

Extended Warranty is priced on a yearly basis and can be purchased for single or multiple units installed at a site. Pricing may be obtained from your local sales office or Codonics Customer Service.

ORDERING INFORMATION

Extended Warranty must be purchased at the time of the initial purchase of the Digital Detector System or before the expiration of the current warranty period.

Assistance with quotes is available from your local sales office or Codonics Customer Service.

Extended Warranty services can be purchased in one year increments or all at once with the initial purchase of the unit.

Out-of-warranty repair requires that Codonics Technical Support receive a purchase order prior to scheduling of the actual repair service. Purchase order copies must be sent via email or facsimile to allow scheduling of the repair service. A verbal confirmation of the purchase order is acceptable to receive an RMA number. Codonics Customer Service must receive a hard or soft copy purchase order before repaired units will be returned to the customer.

EXTENDED WARRANTY

Coverage is available for years three through five for the digital detector, charging dock, adapter and cables, Coverage does not apply to the Battery Pack.

Part Number	Description of Warranty Period/Type
DD-RTF-3	DD, Year 3, Return to Factory Warranty
DD-RTF-4	DD, Year 4, Return to Factory Warranty
DD-RTF-5	DD, Year 5, Return to Factory Warranty
DD-RTF-3-4	DD, Years 3 and 4, Return to Factory Warranty
DD-RTF-3-5	DD, Years 3 through 5, Return to Factory Warranty

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.

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province, or country to country.

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 Technical Support (English speaking) is available 24 hours a day, seven days a week. Telephone hotline support Domestic USA: 800.444.1198 or International: +1.440.243.1198
e-mail address: support@codonics.com.

Codonics Japan may be contacted using +81 (0) 3-5730-2297.

Codonics China may be contacted using, in China, +86 800-820-8635, or by email to chinasupport@codonics.com.

Problem reports and software updates are available by contacting
e-mail address: support@codonics.com.