



STUDER Innotec SA
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LIMITED WARRANTY POLICY

Studer Innotec SA warrants its full range of products to be free from defects in workmanship and materials for a period of 2 years, from the date of purchase.

The following series have a warranty period of 5 years, from the date of delivery ex-works: Xtender, VarioTrack, VarioString, AJ, Compact, SI and their accessories (units manufactured after 2011.01.01).

During the warranty period, Studer Innotec SA will, at its option, repair or replace the defectuous product free of charge. This warranty will be considered void if the unit has suffered any physical damage or alteration, either internally or externally, and does not cover damages arising from improper use like:

- Reverse of battery polarity.
- Inadequate connection of the product and/or of its accessories.
- Mechanical shock or deformation.
- Contact with liquid or oxydation by condensation.
- Use in inappropriate environment (dust, corrosive vapour, humidity, high temperature).
- Intrusion of insects, animals or any living organism.
- Breakage or damage due to lightning or overvoltage due to external cause.
- Connection terminals and screws destroyed or other damages, like overheat, due to insufficient tightening.
- The state of the internal control diode and of the inputs/output X and Y capacitors determine the warranty.

This warranty will not apply where the product has been misused, neglected, improperly installed, or repaired by anyone else than Studer Innotec SA or one of its authorized Qualified Service Partners. In order to qualify for the warranty, the product must not be disassembled or modified.

Repair or replacement are our sole remedies and Studer Innotec SA shall not be liable for damages, whether direct, incidental, special, or consequential, even caused by negligence or fault.

Studer Innotec SA owns all parts removed from repaired products. Studer Innotec SA uses new or reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Studer Innotec SA repairs or replaces a part of a product, its warranty term is the remaining time of the original factory warranty or 6 months from the date of delivery by Studer Innotec, whichever is longer.

All remedies and the measure for damages are limited to the above.

Studer Innotec SA shall in no event be liable for consequential, incidental, contingent or special damages, even if having been advised of the probability of such damages.

Any and all other warranties expressed or implied arising by law, course of dealing, course of performance, usage of trade or otherwise, including but not limited to implied

warranties of merchantability and fitness for a particular purpose, are limited in duration to the periods mentioned in the first paragraph.

Life Support Policy

As a general policy, Studer Innotec SA does not recommend the use of any of its products in life support applications where failure or malfunction of the Studer Innotec's product can be reasonably expected to cause failure of the life support device or to significantly affect its safety or effectiveness. Studer Innotec SA does not recommend the use of any of its products in direct patient care. Studer Innotec SA will not knowingly sell its products for use in such applications unless it receives in writing assurances satisfactory to Studer Innotec SA that the risks of injury or damage have been minimised, the customer assumes all such risks, and the Liability of Studer Innotec Ltd. is adequately protected under the circumstances.

Warranty Service

The execution of the warranty services will normally be carried out by the Qualified Service Partner authorized by Studer Innotec SA for the replacement of every parts or any faulty element which does not need special adjustments. Studer Innotec SA assures the exchange of faulty elements or the reparation at the factory. The beneficiary of the warranty must provide all the needed information on the form ad hoc.

As a unit requires service, it must be brought back to the place of purchase. In case no contact can be taken with the merchant, or if he is either unable or not allowed to provide service, direct contact should be taken with Studer Innotec SA.

In the same time, the serial number of the unit, the date of purchase and the name of the merchant will be required.

The faulty material must be sent at the sender own expenses back to our closest Qualified Service Partner (address upon request) or to our factory.

Warranty on repairs

The warranty period on units or on printed circuits boards repaired by Studer Innotec SA as well as on printed circuit boards for replacement is 6 month from delivery by Studer Innotec SA.

CAUTION: the transport must be organized in a way to avoid any damage, especially when a single unit is sent. More than this, the warranty can be applied only if the product is returned with its individual Return form.

Severability

If a part of the terms and conditions set out above is held invalid, void or unenforceable due to any particular national or international legislation, it shall not affect other parts of the terms and conditions remaining.

Sion, 01.03.2016