



# Warranty information



Digital Sensors & Imaging

[www.dreamsensors.com](http://www.dreamsensors.com)



## Extended Product Replacement Plan

DentiMax Inc. offers a prorated sensor replacement plan for damaged or malfunctioning sensors not covered under the limited 3-year manufacturer's warranty. To secure coverage, at the time of initial sensor purchase, customers must pay a one-time Eligibility Fee for each sensor to be covered. The date of purchase on the customer invoice is the start date for the replacement calculations. Each item covered will be replaced only once and a new Eligibility Fee will be required to cover any replaced item. Upon request by the customer, during the initial 3-year manufacturer's warranty period, DentiMax, Inc. will provide a loaner sensor while the returned damaged or malfunctioning sensor is inspected by the manufacturer.

The Eligibility Fee and Replacement Prices are as follows:

Eligibility Fee for Extended Product Replacement Plan	
Size 2 Sensor	Size 1 Sensor
\$749	\$549

Replacement Prices		
Hardware Ownership	Size 2 Sensor	Size 1 Sensor
0 - 36 Months	\$1,999	\$1,499
36 - 60 Months	\$2,999	\$1,999

### Plan/Replacement Summary

DentiMax Sensors include a 3-year limited, manufacturer's warranty. The Extended Product Replacement Plan supplements the manufacturer's warranty by providing the following:

- Option to overnight loaner sensor to customer to accommodate for the period of time it takes the manufacturer to inspect and/or repairs sensor(s).
- Five-year schedule of reduced replacement pricing for damaged and/or malfunctioning sensors.

### Plan/Replacement Summary

As long as the sensor is capable of being repaired by our cable repair services, then there is no time or product-age restriction for when a sensor can be sent in for cable repairs. The cost for this service is \$999.00 and requires that the sensor be sent into the factory to be evaluated (to ensure that the module still functions correctly and that the cable repair makes the sensor functional again). The sensor's housing is sealed, waterproof, and dust-proof; therefore, the sensor's housing must be opened in order to replace the cable, so a brand new housing is included in the cost for the cable repair. The repaired sensor will be sent back with the same module, a new cable and new housing.

There is a non-refundable evaluation fee of \$200.00. This evaluation fee is included in the \$999.00 cost of the cable repair. If replacing the cable of the sensor will not fix the sensor and bring it to a working condition, the cost of the cable repair (minus the evaluation fee) can be used to purchase a replacement sensor under the extended replacement plan. The same sensor module will be used for the cable repair.

*Terms, conditions, and prices offered to new customers may change without notice.*

## Manufacturer Warranty

Please read this DentiMax Manufacturer Warranty ("Warranty") carefully. It describes your rights and obligations for obtaining repair and/or replacement of the DentiMax provided dental imaging sensors ("Products"). This Warranty is non-transferable and applies only to the original purchaser as shown on the original purchase receipt or invoice. The Products do not include any software used in conjunction with the Products.

The Products are reasonably rugged but contain certain materials that could be damaged if excessive force or shock is applied. The Products will give years of trouble-free service if sensible precautions and reasonable care is taken during use.

### Terms of the Limited Product Warranty

DentiMax warrants that the Products will, in normal use, be free from defects in material and workmanship for a period of thirty-six months (36) from the date of purchase ("Warranty Period"). The Warranty Period commences on the purchase date appearing on the original invoice or purchase receipt for the Products and the original invoice or purchase receipt must be provided to make any claim under the terms and conditions of this Warranty.

During the Warranty Period, the sole and exclusive remedy for any breach of this Warranty shall be the repair or replacement of the defective Product with another Product that is equivalent in configuration or current market value with the defective Product, with the remedy and value to be determined solely by DentiMax. DentiMax does not offer cash refunds or credit for any returned defective Products. This Warranty will also cover any Product which is repaired or replaced by DentiMax for the balance of the applicable period of the original Warranty Period or thirty (30) days from the date of return shipment from DentiMax of a repaired or replacement Product, whichever period is longer.

### Warranty Claim Procedure

If a Product is defective in material or workmanship, you must contact DentiMax to receive a Return Material Authorization ("RMA") number and instructions for Product return. Authorized returns are to be shipped prepaid and insured, and packaged properly to prevent damage. A copy of the original purchase receipt or invoice must accompany the effective Product to establish the Warranty Period. Additionally, any damaged or defective Product subject to a claim under this Warranty must also be returned and, upon return, will become the property of DentiMax.

### Warranty Exclusions

DentiMax shall have no liability for any returned Product if DentiMax determines that the claimed defect is i) not present, or ii) is attributable to misuse, improper installation, alteration or mishandling after original shipment from DentiMax. DentiMax bears no responsibility for any failure or defect caused by any third-party product or components. This Warranty does not cover any damage to any Product that is not used in accordance with the following directions. Failure to follow these directions will invalidate the Warranty:

- The Products are to be used in conjunction with the provided sterile sheaths for the protection of both the sensor and the patient. The Products SHOULD NEVER be used without a sheath.
- The use of rubberized tight-fitting finger cots is NOT recommended as the stress placed on the cable sheath/package interface during removal can be considerable and may cause failure by sheath tearing over time. Such failure is NOT covered by the Warranty.
- To clean the Product, use a lint-free cloth soaked in glutaraldehyde or a properly diluted cavicide (such as Cavi-Wipes™) to wipe the product and cable that has contacted the patient or the dental staff. Use of unapproved solutions could void your warranty.

- Avoid using the cable to pull the Product from any positioning fixture.
- Avoid bending the cable severely at the cable/package interface. As a guide the cable should not be bent or twisted in a loop less than 4 times the cable diameter.
- Do not allow the Product to drop onto a hard surface or tap the Product with force on a hard surface as this could damage the silicon within the Product.
- Do not pull the Product away from the cable.
- Do not drop heavy items on the Product.
- Do not allow anyone to bite directly on the sensor or the cable.
- Devices returned under Warranty that show obvious indications of physical damage due to misuse or careless use WILL NOT be considered for repair or replacement.

### Valid Warranty Claims

Valid Warranty claims are generally limited to:

- Sudden or gradual image degradation as a consequence of scintillator or sensor performance.
- Dark or bright pixels appearing that were not present at time of purchase and which exceed in level and/or quantity the limits of the specification/ data sheet.
- Sudden failure due to cable filament detachment or bond wires that is due to poor workmanship.
- Changes to sensitivity or other performance while the sensor is used in normal operating parameters that take the sensor out of specification.
- Other physical package damage (for example: the package parts or connector parts coming apart) under normal use NOT as a consequence of any misuse.

### Disclaimer/Limitation of Liability

THE FOREGOING LIMITED WARRANTY IS DENTIMAX'S SOLE WARRANTY AND IS APPLICABLE ONLY TO PRODUCTS SOLD AS NEW. THE REMEDIES PROVIDED HEREIN ARE IN LIEU OF ALL OTHER REMEDIES AND WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES WILL DENTIMAX BE LIABLE FOR ANY DAMAGES, INCLUDING BUT NOT LIMITED TO ACCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, OR ANY FINANCIAL LOSS, LOST PROFITS, OR EXPENSES, OR LOST DATA ARISING OUT OF OR IN CONNECTION WITH THE PURCHASE, USE OR PERFORMANCE ON NONPERFORMANCE OF THE PRODUCT, EVEN IF DENTIMAX HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE DECISION OF DENTIMAX SHALL BE FINAL AND BINDING WITH REGARD TO THE CONDITION OF RETURN PRODUCT AND ELIGIBILITY FOR REPAIR OR REPLACEMENT.