



Serial # : _____

Warranty Effective Date: _____

QUICKRAY SENSOR WARRANTY & REGISTRATION FORM

A. General Conditions of the Warranty

1. Video Dental Concepts (VDC) guarantees that the QUICKRAY Sensor (the product) is manufactured in conformity with existing regulations and that it provides all proper conditions of safety for the user. The QuickRay FDA device registration number is K990002.
2. The QUICKRAY Sensor warranty is two (2) years with an optional, additional 3 year extended warranty for a total of five (5) years. During the first 24 months (initial warranty period), replacement of the sensor is free, subject to exclusions (see paragraph C-1). If the Extended Warranty is subscribed to, the replacement of the sensor is also free during the subsequent 36 months (extended warranty period) subject to the same exclusions (see paragraph C-1). The Extended Warranty is activated on a yearly basis and payment for the year is due 30 days before the yearly anniversary of the initial purchase.
3. In order to activate the warranty, this warranty registration form, together with its Appendix A (Warranty Flowchart) must be completed by the end-user and returned to VDC within 30 days from receipt of product (initial purchase). The effective date of warranty is determined when goods are received by the end user. All goods are shipped with a signature requirement to verify this date.
4. There are no enrollment fees!

B. Warranty Claim

1. Loaner/Replacement Request: If you cannot acquire X-ray images, please call 1-800-323-2690 and our technical staff will troubleshoot the problem. Once it has been determined that it is not a software issue and the problem is narrowed down to be QUICKRAY hardware failure, VDC will ship a loaner unit via UPS Next Day, at our cost, upon receipt of a \$3,495 deposit/hold. (A deposit/hold is not a charge to your credit card!) The deposit/hold is required because we are sending a new sensor to you and the existing sensor must be sent to the factory for diagnostic testing. The outcome of the diagnostic test will determine if the sensor is indeed covered by the warranty or excluded from the warranty (see paragraph C-1). An RMA (Return Merchandise Authorization) number must be obtained before shipping for your defective sensor. All shipments to VDC must be made using the return tag (call tag) sent to you with your loaner equipment. Returns will not be accepted without the RMA number posted on the outside of the box or if they are shipped in a manner other than that described above.

2. If it is ultimately determined by the factory that the hardware is covered by the warranty (paragraph C below does not apply), the Loaner will either be kept by the practice, or returned to VDC and a like-kind replacement sensor will be sent back to the practice.
3. A flat shipping and processing fee of \$250 may be charged if a sensor has to be returned to the manufacturer.
4. The \$3,495 deposit/hold will be voided upon return of the Loaner sensor in good working condition, back to VDC.
5. If the product is exchanged during the initial warranty period, the applicable new warranty for the replacement sensor is a **residual** warranty. For example, if your original sensor fails at 18 months, the residual warranty for the replacement sensor will be 6 months under initial warranty. Similarly, if the sensor is exchanged during the Extended Warranty period, the applicable new warranty is a residual warranty, until the end of that warranty year.

C. Exclusions

1. Accidental Damage: The manufacturer's warranty does not cover these damages: failure to observe the care instruction for dental intraoral sensors (in the manual which you received and also initialed at the time of purchase); any damage resulting from fire, water, lightning or other acts of God; falls, bites, ripping out of the cable, damage caused by negligence including cable breakage due to rolling over the cable with a chair; connections or disconnections of sensor by pulling on cable; cause damage to USB connector; immersing same in disinfecting solutions; or autoclave of entire assembly.
6. Coverage for these accidental damages, as well as theft and other "mysterious" disappearance, is usually available through your business insurance provider and highly recommended.

D. 5-year Warranty

1. Beyond the initial warranty period of 24 months, VDC is offering a three (3) year extended warranty plan. For a payment of \$1,390 per year for one (1) sensor; \$995 per sensor for two (2) sensors or more, for a total coverage of five (5) years. Coverage and exclusions are identical to the coverage and exclusions during the initial 24 months manufacturer's warranty. Claims can not exceed four (4) within the three (3) year extended term.
2. Annual renewals are at the option of either party and must be done 30 days before expiration of the warranty for the current year.

I have received and have read the QuickRay Sensor Warranty and Registration Form. I have also received the Care Instructions for the Dental Intraoral x-ray sensor(s).

Date: _____

Owner/Registrant: _____

Print Name: _____

Vendor Representative: _____

Print Name: _____



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