

VASCULAR INJECTOR SYSTEMS MANUFACTURER'S WARRANTY STANDARD SERVICE RATES AND POLICIES NORTH AMERICA AND EUROPE

LIMITED WARRANTY:

The terms and conditions of the warranty are as stated on the Medrad Manufacturer's Warranty Certificate. This warranty is only for equipment sold by Medrad or authorized agents as new, and is subject to the rates, policies, and exceptions stated below. Medrad reserves the right to change rates at any time without notice.

The terms of this warranty can be superseded by specific warranty terms listed in any current contractual agreements between Medrad and any of our authorized agents.

WARRANTY REGISTRATION:

The warranty period commences on the date of installation as appearing on the completed Warranty Registration Document which is returned to Medrad. If the warranty registration is not returned the warranty will start on the ship date of the injector system from the factory or Medrad's distribution center. **IN ANY CASE THE WARRANTY START DATE WILL NOT BE MORE THAN SIX (6) MONTHS AFTER SHIP DATE.**

Full Warranty Period (First Twelve Months)

Each new injector system; including control unit, display control, remote panel and injector head sold in North America or Europe by its authorized agents is warranted against defects in material and workmanship, under proper, normal use and service, for a period of one year (12 months) from the date of installation, but not more than 18 months from factory or Medrad distribution center ship date. Counterpoise and other head mounting systems are warranted for one year (12 months).

There will be no charge for any action deemed necessary by Medrad, or Medrad's authorized agents, including parts, travel, or labor to fulfill the terms of the warranty, during normal business hours (8:30 a.m. to 5:00 p.m., local time, Monday through Friday, except holidays) excluding those items listed under "Exceptions."

After One Year (Out of Warranty)

FIELD SERVICE:

Field Services will be billed at the current applicable hourly rate for both travel and on-site service time. Travel and on-site service requested outside of normal business hours (8:30 a.m. to 5:00 p.m., local time, Monday through Friday, except holidays) will be at the appropriately adjusted hourly rate. Replacement costs of defective parts will be billed in addition to travel and on-site service charges.

SUBASSEMBLIES RETURNED FOR REPAIR:

Labor will be billed at our current hourly rates to repair, calibrate or replace components or subassemblies which are returned to the authorized repair location. Handling fees will be charged to cover packaging, insurance, and return surface freight. Charges for any type of special delivery, priority air mail or priority air freight will be added to the handling charge. Shipments to Medrad must be freight prepaid and insured, as Medrad cannot be responsible for loss or damage incurred during shipping. Contact your local Medrad Office for Return Authorization and instructions.

WARRANTY ON REPAIRS AND SERVICE PARTS:

Material and labor, used to repair a verified malfunction or defect, are warranted for the period remaining on, and under the terms of, the original new equipment warranty, or are warranted for a period of 90 days from the date of repair, if the original warranty or other service program is no longer in effect.

PREVENTIVE MAINTENANCE:

In North America, Medrad Assurance Plans (M.A.P.) are available as new equipment warranty extensions. Medrad offers Preventive Maintenance and calibration programs for injector systems which are no longer covered by the original new equipment warranty. Consult the factory, your local Medrad Sales or Service Representative, or local authorized Medrad dealer for specific rates and terms.

EXCEPTIONS:

1. Non factory installed cable assemblies, interface cables, pressure jackets, syringe heaters and other detachable accessories are warranted for the first six months from installation; not to exceed twelve (12) months from the factory or distribution center ship date. Light bulbs and disposable items are not warranted in any way. Labor, material, and shipping will be charged at the standard rate for repair or replacement of items out of their warranty period.
2. Damage to the injector or incorrect injections, (i.e., contrast leakage, inaccurate pressures, flow rates or volumes not agreeing with injector settings, etc.) which result from using non-Medrad syringes are not the responsibility of Medrad and are not covered by the Manufacturer's Warranty Program.
3. All labor, travel, material, handling, and shipping will be billed at Medrad's, or in Europe at the authorized agent's, standard rate, regardless of the warranty status, for any of the following:
 - A. Malfunction or damage due to spilling of contrast media, blood or other substances.
 - B. Malfunction or damage due to operator error in failing to follow specific provisions of the Operation Manual.
 - C. Malfunction or damage due to unauthorized modification, repair, or from non-approved equipment interfaces. Unauthorized actions may jeopardize injector operation, operator and patient safety and reliability. Therefore any unauthorized modification, repair, or unapproved equipment interfaces shall render this Warranty void and relieve Medrad of any further obligation. Medrad must review and authorize all modifications, repairs, and special equipment interfaces. This service may be obtained by writing or by calling our Service Department.
 - D. Malfunction or damage due to improper installation.
 - E. Counterpoise system failures due to improper installation are not covered
4. Damage by fire, floods or other disasters commonly defined as "Acts of God".

For Warranty Service; in North America contact Medrad, Inc. In Europe, contact your local authorized Medrad dealer or Medrad where Medrad-direct service is available.

MEDRAD, INC.
One Medrad Drive
Indianola, PA 15051-0780
USA
Phone: (412) 767-2400
Customer Service/Orders: 1-800-633-7231
Customer Service Fax: (412) 767-4120
For Service Repairs/Parts: 1-800-633-7237
Service Fax: (412) 767-4126

Medrad Europe B.V.
Postbus 205
6190 AE Beek
The Netherlands
Phone: +31 (0) 43-3585601
Fax: +31 (0) 43-3656598

Medrad France S.a.r.l.
8, Rue des Pyrénées - Silic 514
Wissous
94623 Rungus Cedex
France
Phone: +33 (0) 1 46 86 98 84 Fax: +33 (0) 1 46 86 98 83

Medrad Medizinische Systeme GmbH
Industriestrasse 2 B
97332 Volkach
Germany
Phone: +49 (0) 9381-80 36 80 Fax: +49 (0) 9381-80 36 85

Medrad Italia S.r.l.
Via Togliatti, 111
27051 Cava Manara (PV),
Italy
Phone: +39 (0) 382-552882 Fax: +39 (0) 382-552876