

WHAT WE WILL PROVIDE

The Codonics Virtua is warranted by Codonics, Inc. against defects in materials and workmanship for 12 months from the date of original shipment from Codonics or for the length of the term provided in the contract that this warranty is amended to. The Codonics Virtua Express Limited Warranty provides for the replacement of the affected Virtua component, touch screen, recorder, or controller, with a new or reconditioned component should the end user, after a failure, be unable to return the unit to correct operating condition through taking the steps identified in the troubleshooting section of the User's Manual and after performing troubleshooting with Codonics corporate Technical Support. Limitations apply. The replacement of the Virtua component with a new or reconditioned component is solely at the discretion of Codonics.

The Codonics Virtua Express Limited Warranty is applicable in Australia, Canada, Chile, China, Costa Rica, Dominican Republic, European Union Member States (27), El Salvador, Guatemala, Honduras, Israel, Japan, Korea, Kuwait, Malaysia, Martinique, Mexico, New Zealand, Nicaragua, Norway, Panama, Philippines, Puerto Rico, Saudi Arabia, Singapore, South Africa, Switzerland, Taiwan, Thailand, Trinidad & Tobago, United Arab Emirates, the United States of America (50), and Uruguay. This warranty is not applicable in any other country. In those countries where this warranty is not applicable, the warranty offered provides parts and labor coverage as defined in document "Virtua 12-Month Return To Factory Limited Warranty".

The Codonics Virtua Express Limited Warranty provides coverage for the Virtua with replacement equipment dispatched from Codonics' facilities in Cleveland, Ohio, Lisbon, Portugal, Shanghai, China and Tokyo, Japan.

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, contact is made with 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, will arrange for an exchange component to be dispatched to the customer site. The serial number, model number and location of the unit must be provided to Codonics Technical Support in order to verify Virtua Express Limited Warranty status and eligibility.

An exchange component will ship using priority service within one business day if the request for swap is received by 15:00 local to the stocking location, otherwise, the exchange will be sent out the following business day. Time of delivery to the customer site is determined by transportation limitations.

The end user is responsible for any damage, cosmetic or otherwise, as a result of misuse, improper packaging, and the use of media not obtained from Codonics. If a component is returned to Codonics with damage not covered under warranty, Codonics will invoice the end user for all parts and labor required to make the component "like new." Examples of damage not covered by warranty are: unit not returned in the original packaging container or not packed correctly, severe cover(s) damage (deep scratches, cracks, etc.), non-removable hospital asset labels or markings. The failed component, once repaired, becomes the property of Codonics.

VERIFICATION OF WARRANTY STATUS

The original purchasing party shall contact Codonics and provide the failing equipment's serial number and information regarding the troubleshooting that was performed. Codonics corporate Technical Support personnel will advise the warranty status and if appropriate, will provide the RMA number used to initiate the Virtua Express action. A replacement Virtua will be dispatched after legitimate troubleshooting is performed and accepted by Codonics. Codonics reserves the right to have corporate Technical Support Personnel contact the user to verify or perform troubleshooting if it is determined to be appropriate.

IMPORTANT NOTE: In the event that a Virtua component returned under this program is evaluated by Codonics technical personnel and found to not have any functional problem, investigation may be made into the reason, and Codonics may, in the event of misuse or abuse of the system, at its option, invoice the customer for the costs incurred for the return and evaluation of the component, require that any subsequent swaps for the customer site be approved in writing by Codonics corporate headquarters, and/or void the Virtua Express Warranty reverting to Return To Factory repair.

CONTACTING CODONICS

Codonics Direct Technical Support (English Speaking) is available 24 hours per day. Telephone hotline support Domestic: 800-444-1198 or International: +1-440-243-1198. By email: support@codonics.com

Codonics Europe, Middle East, and Africa support may be contacted using +3 51 217 721 050 ; EU-Support@codonics.com

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

Codonics China may be contacted using, in China, 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

SHIPPING INSTRUCTIONS

For in warranty shipments:

A Return Materials Authorization (RMA) number is included with the replacement component dispatched to the end user facility. The end user must prominently affix the included RMA number to the outside of the box and use the packing material provided with the replacement component to package the failed component for return to Codonics. Failure to use proper packaging material may result in damage to the Virtua and repair of such damage will be billed to the end user.

Also included with the replacement component dispatched to the end user facility is a pre completed airway bill. The form is complete except for the need for the customer to fill in applicable site location information and contact. The properly packaged failed unit must be dispatched back to Codonics no later than the next business day after receipt of the replacement unit.

For out of warranty shipments:

A Return Materials Authorization (RMA) number shall be obtained from a Codonics technical support or sales/customer service representative. You must provide the serial number of the Product and must have approved Codonics packing material before an RMA number will be issued. If packing materials are needed, the end user is responsible for their purchase.

Any damage incurred in transit is not covered by Codonics. Codonics suggests that the shipment be insured.

Failure to use proper packaging material and an RMA number for returns may result in Products being rejected at the factory. Failure to use proper packaging may result in damage to the Virtua.

Should your product/products 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. Any out-of-warranty repairs are warranted against defects in materials and workmanship for a period of 90 days from the date of service, unless provided differently by local law.

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.

VERY IMPORTANT: Be certain to power the unit down correctly. Remove and retain, SmartDrive any inserted media before shipping in original packaging container.

The packaged unit should be shipped to Codonics, Cleveland, USA or Codonics EMEA service center in Lisbon Portugal unless otherwise instructed by Codonics. 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.

If the unit is not under warranty, it is your responsibility to pay shipping charges for delivery to and from Codonics.

LIMITATIONS

This warranty does not apply in all countries. Warranty is voided if the Virtua has been damaged by improper storage or transport, accident, misuse, abuse, incorrect installation, unauthorized modifications, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, interaction with non-Codonics products including use of consumables obtained from other than Codonics, damage caused by debris or other disc contamination, or service other than by Codonics authorized personnel.

The warranty does not cover degradation of backlight lamp luminosity of the touch screen.

No other express warranty is given. The replacement of Virtua is your exclusive remedy. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED HEREIN, CODONICS, INC. DISCLAIMS ALL WARRANTIES ON THE PRODUCT FURNISHED HEREUNDER, INCLUDING ANY AND ALL IMPLIED WARRANTIES FOR MERCHANTABILITY AND FITNESS. CODONICS SHALL NOT BE HELD LIABLE FOR THE INTEGRITY AND/OR LONGEVITY OF ANY TEXT, PHOTOGRAPHIC IMAGES, DIGITIZED IMAGES, GRAPHICS, BAR CODES, OR COMBINATION THEREOF THAT ARE PRODUCED, GENERATED, OR OTHERWISE TRANSFERRED TO DISCS BY THE USE OF CODONICS HARDWARE OR SOFTWARE NOR IS CODONICS LIABLE FOR THE INTEGRITY, VIABILITY, OR LONGEVITY OF THE DATA ENCODED ON THE DISC.

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 that vary from state to state, province to province, or country to country.

VIRTUA EXPRESS WARRANTY AND EXTENDED WARRANTY

Coverage is available for years one through five.

How do I order?

When placing your initial order for a Codonics VIRTUA, simply order the appropriate warranty option in addition to the product.

Single year Warranties

Part Number / Description

V-DPT-1	Virtua, global, depot single swap, year 1
V-DPT-2	Virtua, global, depot single swap, year 2
V-DPT-3	Virtua, global, depot single swap, year 3
V-DPT-4	Virtua, global, depot single swap, year 4
V-DPT-5	Virtua, global, depot single swap, year 5

Multiple Year Combination Warranties:

V-DPT-2-3	Virtua, global, depot single swap, covers years two through three
V-DPT-2-4	Virtua, global, depot single swap, covers years two through four
V-DPT-2-5	Virtua, global, depot single swap, covers years two through five