



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. FDA device registration number is K990002.
2. The QUICKRAY Sensor warranty is two [2] years with an additional 3 year prorated warranty for a total of 5 years. During the first 24 months (initial warranty period), replacement of the sensor is free, subject to exclusions (see paragraph C-1). During the subsequent 36 months (additional warranty period), the warranty is Prorata Temporis, and replacement of sensor is at the cost reflected in the grid below. There are **no annual fees and no enrollment fees**.
3. In order to activate the warranty, this warranty registration form 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.

### B. Warranty Claim

Loaner/Replacement Request: If you cannot acquire X-ray images, please contact the software hotline first. Once it has been determined that it is not a software issue, then call 1-800-323-2690 and our technical staff will troubleshoot the problem further. If 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 \$2,995 deposit. The deposit is required because VDC does not charge annual fees and the sensor must be sent to the factory for diagnostic testing. The outcome of the diagnostic test will determine if the sensor is "in" warranty or "out" of warranty. An RMA (Return Merchandise Authorization)

number must be obtained 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. The loaner will become a replacement if it is ultimately determined by the factory that the hardware cannot be repaired. The actual cost of the replacement is determined below.

3. 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 42 months.

### C. Exclusions

1. Accidental Damage: VDC does not cover these damages: failure to observe the care instruction for dental intraoral sensors (manual which you received and initialed at the time of purchase); any damage resulting from fire, water, lightning; falls, bites, ripping out of the cable, damage caused by negligence including cable breakage due to rolling over the cable with a chair; connect or disconnect sensor by pulling on USB cable; cause damage to USB connector; or immersing same in disinfecting solutions.
2. In this instance, the following grid applies or replacement cost. The only exception is if the cable can be repaired by the factory in which case the cable replacement cost applies.

Coverage for these accidental damages, as well as theft and other "mysterious" disappearance, is usually available through your business insurance provider and highly recommended.

### 5 YEAR WARRANTY SCHEDULE

*Beyond the initial warranty period of 24 months, VDC is offering a Prorata Temporis warranty whereas the price of a replacement sensor is based on the cost of a new sensor minus the unused portion of the original sensor.*

SENSOR AGE (months)	REPLACEMENT COST "IN" WARRANTY	REPLACEMENT COST UNDER EXCLUSION C-2
	Size 1 / Size 2	Size 1 / Size 2
0 - 24	\$0	\$3495 / \$3995
25 - 30	\$2695 / \$3295	\$3595 / \$4095
31 - 36	\$2995 / \$3595	\$3695 / \$4195
37 - 48	\$3295 / \$3895	\$3795 / \$4295
49 - 60	\$3595 / \$4195	\$3895 / \$4395
> 60	\$3995 / \$4495	\$3995 / \$4495

Sensor cable can be replaced for a cost of \$1,500.00, regardless of sensor age and includes new housing.

*\*\*Prices are subject to change without prior notice*

**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).**

Owner/Registrant: \_\_\_\_\_

Vendor Representative: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_