

WARRANTY CONDITIONS 2010 (Page 1 of 2)

Applicable to UK Customers Only

- 1) The terms and conditions of this warranty apply only to Mediwatch products shipped within the UK.
- 2) Warranties cover all MEDIWATCH products and ancillary equipment supplied by Mediwatch UK Ltd. All further references to Mediwatch refer to Mediwatch UK Ltd.
- 3) Warranties start on the day of commissioning or delivery date of the system (s) and run for the specified amount of time for that product. This is stated on the quotation from Mediwatch. This is normally two years for most products, couches one year, Mediwatch ultrasound probes one year. Consumable items stated below are not covered.
Mindray Ultrasound systems are covered under a different schedule, as stated on the quotation for the product.
- 4) Repairs and replacement parts are not covered under any option if the damage is caused by, or is because of:
Fire, riot, lightning, flood, earthquake or any act of God. Failure due to power disturbances caused by customer's facilities. Operator misuse, abuse, accidental damage or negligence.
Reinstallation of the instrument. Unauthorized equipment modifications including any software applications that compete or conflict with the operation of the system. Any customer operations or maintenance responsibilities not performed. Software/computer virus infections induced by host networks, Internet access, e-mail and/or other operating software or users. Where the fault on equipment is due to non Mediwatch supplied Software on the System, or if the fault on the equipment is due to the user resetting/altering the set-up of the Standard Software, an additional charge will be made to re-set the Software.
- 5) Mediwatch reserves the right to fit new, service exchange or to repair parts as necessary that will be at least equal in quality and operation to the original product. Mediwatch does not cover any parts that have been intentionally marked (i.e. engraving the users identification and a surcharge may be payable in the event of a part requiring exchanging.) Mediwatch does not cover, under any agreement, any consumable items, such as, but not limited to, paper, printer ribbons and ink, gel, batteries, probes, catheters (including micro tip, and Tdoc), pump tubes, or any part that is marked as single use only.
- 6) Where a new (or exchange part, as detailed above) is replaced under the warranty of the system, the warranty for the new part will expire at the same time as the normal warranty for the new system, except where the part is replaced within 6 (six) months of the end of the normal warranty, where the warranty on the part will be fixed to a maximum of 6 (six) months, and may extend beyond the warranty for the rest of the system.



- 7) Mediwatch will endeavour to make service calls within 3 to 5 working days of notification of faults or conditions of a system that make it useable or not to perform to the published standards. Some systems require an engineer to visit on site; some systems are required to be returned to our office in Rugby for repair. The decision as to whether an engineer will call on site, or an in house repair is required is decided by the service manager at Mediwatch, and is on a case by case basis.
- 8) The equipment to be returned under warranty or serviced on site should be cleaned by the user prior to service. A RAN number system operates together with a decontamination certification system which is required to be registered before the warranty repair can be made. Where equipment is found to be in a contaminated condition the service will not be carried out and a re-arranged service will be charged at the full rate, once the system has been cleaned to a satisfactory standard. RAN and warranty repair requests should be made to service@mediwatch.com.
The sender is responsible for packing, correct labelling and shipping costs of the equipment that is returned to Mediwatch. Mediwatch will return the system to the user free of charge.
- 9) Mediwatch will not be held liable, whether directly or indirectly, for any loss of profits, business or any loss or corruption of data.
- 10) All maintenance and warranty repair of equipment will comply with the Electricity at Work Regulations and all applicable COSHH Regulations. Systems, tools and test devices that are used to repair the systems will be calibrated, or confirmed to be operating within its normal limits, if required.
- 11) Where a system that is mains powered is repaired and the work on the system requires that the mains supply or power supply in the system is repaired or replaced, or a part of the system is worked on that could cause an electrical safety problem, an electrical safety test will be performed to the required standard. If a system is not opened and external parts, or non patient connected parts or replaced (e.g. a plastic probe holder) then a safety may not be carried out. It is at the engineer's judgement as to whether a safety test is carried out. A request can be made by the user for a test to be carried out, and the results recorded.
- 12) Call-out charge (where not covered by the Warranty) is available at an additional cost
On-site labour charge per hour £110.00
Travel time per hour £75.00
Please contact the Service Department for an estimate. Tel. No. 01788 547888
- 13) The hourly rate for non-Contract work carried out in the office is £75.00 + VAT.

Mediwatch V2010.01 – Prices quoted are correct as of January 2010, and are subject to alteration and amendment without notice as required.