
Transonic Product Warranty

CP-28a, Rev B - 28, July, 2021

This policy applies to end user Research and Clinical customers of Transonic. Distributors of Transonic equipment will supply the full warranty to their customers as specified below.

1. Surgical/Clinical Products

Transonic Systems Inc. warrants for a period of one (1) year from the date of shipment that Clinical Flowmeters, Monitors, printers or other such accessories will be free from defects in material and workmanship.

Transonic Systems warrants Surgical Flowprobes & HQDXL/HS Flowsensors as follows:

- HQD and HQF probes or sensors for (12) months from date of shipment, or 50 uses, whichever comes first.
- HQC, HQN, HQE, HQG and HS-Series probes for (12) months from date of shipment or for the pre-defined number of uses based on part number, whichever comes first.

2. Hemodialysis Products

Transonic Systems Inc. warrants for a period of one (1) year from date of shipment that the Transonic Hemodialysis Monitor, accompanying sensor and HFW1000 Saline Bag Warmer will be free from defects in material and workmanship.

3. Research Products

Transonic Systems warrants for a period of one (1) year from the date of shipment that Research Flowmeters will be free from defects in material and workmanship.

Transonic Systems Inc. warrants for a period of six (6) months from date of shipment that the Flowprobes and Flowsensors (excluding 0.5PS, 0.7PS Nanoprobes) will be free from defects which are the result of faulty material or workmanship. 0.5PS and 0.7PS Nanoprobes are warranted for a period of three (3) months due to their extremely small and fragile nature. 1.5PS Nanoprobes are supplied with the full six (6) month warranty.

4. EndoGear Research Products

Transonic EndoGear warrants that the EndoGear products will meet their published specifications in effect at the time of shipment and that the products will be free from defects in material and workmanship for the below listed warranty periods:

- **Remote Transceiver** - 12 months from date of shipment
- **Base Station**- 12 months from date of shipment
- **Implant Transceiver**- 12 months from date of shipment

- **Implantable Sensors; Doppler Flowprobes, ECG-** 6 months from date of shipment
- **Implantable Pressure Sensor-** 90 days from date of shipment
- **Batteries-** warranted for the time specified in the published specification sheet

5. OEM Products

Transonic Systems Inc. warrants for a period of twelve (12) months from the date of shipment that OEM boards and sensors will be free from defects in material and workmanship.

Additional Notes Regarding 1-5 above:

- Transonic further warrants that the probes and sensors will stay in calibration during their warranty period if used and stored per standard clinical/research apparatus practices.
- Transonic Systems Inc. warranty shall not apply to: defects caused by abuse, neglect or misuse, damage due to accident or casualty, unauthorized repairs or alterations.
- Transonic Systems Inc. will, at no cost to the user, either repair or replace a monitor, meter, probe or sensor found defective within its warranty period.
- No other warranty is expressed or implied. Transonic Systems Inc. is not liable for incidental or consequential damages. Warranty is valid only if equipment is purchased through Transonic Systems or its duly appointed distributor or licensing representative.

Warranty Claim

Buyer must notify Transonic Systems Inc. within the warranty period of the reason Buyer believes that warranty repairs are required. Buyer is then required upon the request of Transonic Systems Inc. to return the goods to the appropriate Transonic Systems location. Freight for shipping from the customer to Transonic Systems Inc. and for shipping the repaired goods from the Transonic Systems Inc. to Buyer's place of business shall be paid for by Transonic, including all international freight*. Any goods repaired or replaced by Transonic Systems Inc. shall be warranted for the period of time remaining on the original warranty.

Out of Warranty Repairs and/or Calibrations

Transonic Systems Inc. warrants repairs for original complaint, to be free of labor or material defects and any calibration performed on the product for a period of 30 days from return shipment to customer.

Extended Warranty

Meter/Monitor (and Clamp-on Sensors for HD03):

Product users may purchase extended monitor/meter product warranty and repair service insurance. Extended service assurance options will extend these warranties for additional periods. Extended monitor/meter warranties are sold in 1, 2, 3, 4 and 5-year periods. This can extend, for the period purchased, the Original Equipment Warranty coverage for meters/monitors up to a maximum of 6 years from purchase date. (1 year original plus 5 year Extended).

Extended Warranty Coverage Includes:

1. Calibrations:
 - a. Annual calibration of Monitor/Meter
 - b. Annual calibration of Sensor for HD Product lines only
2. Repair: Any repair which falls under the scope of the **Original Warranty**.
3. Technical Support: Available by phone or e-mail.
4. Return freight, for Meter/Monitor to customer at Transonic standard freight delivery only, within USA/Canada for TS-Ithaca repairs, within Western – Europe for TS-Europe repairs, within Asian territory for TS-Taiwan repairs. (Customer must send devices to Transonic Freight Prepaid).
5. Includes: Batteries
6. Pending availability and customer request, to be ordered upon each repair/ calibration occurrence, a loaned replacement Meter/Monitor and Sensor for the period they are out of service.

Extended Warranty Coverage Will Not Include:

1. Shipping of product to Transonic Systems,
2. Damage caused by improper use, storage, handling or shipping.

HD03 Accessory Warranty:

The HFW1000 Bag Warmer will be warranted for the original 1 year repair or replacement coverage plus 1 full year of full repair or replacement coverage with the purchase of the Extended Warranty as long as the device has been maintained in working condition.

Availability:

This program can be purchased with a meter/monitor (or sensor) to extend its one-year Original Equipment Warranty and to a meter/monitor (or sensor) with lapsed warranty *after* it has been upgraded and calibrated to factory specs.

1. The extended warranties may be purchased at the time of original System purchase or during ensuing periods when warranty coverage is in effect.
2. If continuous warranty coverage has lapsed, the Extended Warranty can only be purchased upon meter/monitor repair, upgrade and calibration by Transonic at customer expense. Extended coverage will begin at that time.

*Should an out of box failure ever occur on an original shipment of new product to a customer, Transonic will pay for return shipping of the product to Transonic to evaluate as well as shipping back to the customer.