



## LIMITED WARRANTY POLICY

### Image Intensifier, Monitor, Camera Tube, TV Camera, Power Supply

North American Imaging, its employees and suppliers proudly stand behind every unit we sell. We guarantee that our units are free from defects in material and workmanship provided they are used in the same manner and for the purpose for which they were designed. The warranty period is limited based on the type of unit and is shown in the chart below.

If your unit fails, becomes inoperative, or will not calibrate due to any circumstances involving a defect, we will repair or replace the unit, whichever is the most convenient for you. In most cases we will replace the unit at no additional cost to you once we have determined that the failure was in any way the fault of North American Imaging or its supplier. There are a few simple conditions that we require to insure that we are properly allowing the full credit to which you are entitled.

1. You must advise us of the failure and secure a Return Authorization Number
2. You must complete and provide a Unit Service report that clearly shows the nature of the failure. This helps us properly evaluate your claim.
3. You must ship the unit back to us in a carton or container that is designed for unit shipments.
4. You must return the unit, freight prepaid. Freight charges for the original shipment will be adjusted when we authorize credit.
5. You must return the defective product within 14 days of receiving a Return Authorization.

Once we have the unit in our possession, we guarantee to evaluate the unit and determine the merit of your claim within 5 working days. If we require additional engineering evaluation by the manufacturer, we will advise you. It is our intention to settle these matters as quickly as possible. If a replacement unit was provided, it will be billed and is payable. Any credit due will be applied to the original invoice or to your open account. Replacement units are only warranted for the remaining period of the original unit warranty.

The entire obligation of North American Imaging is to replace or repair the defective unit. In no event shall NAI be liable for consequential costs or damages, nor for any unit installation or service costs.

### WARRANTY PERIODS

Product	Period Covered	Warranty Amount
Medical Image Intensifiers	24 months	Pro-Rated
Industrial Image Intensifiers	12 months	Pro-Rated
Monitors	12 months	100%
Camera Tubes	12 months	100%
TV Camera	12 months	100%
Power Supply	12 months	100%

***All warranty periods commence on the date of shipment.***