



# FLASHRAY

## **FlashRay Dealer 3 Year Warranty and Repair/Replacement Plan**

Denterprise International, Inc. guarantees that the FlashRay HD Sensor is manufactured in conformity with existing regulations and that it provides all proper conditions of safety for the user. We highly recommend that your staff observes the care instruction for dental intraoral sensors as stated in the manual which you received and initialed at the time of purchase.

### **A) 3 Year Warranty Against Defects**

This warranty covers against defects such as delamination, permanent lines or dead pixels not fixable by calibration, sensor not properly sealed, etc., due to improper manufacturing for 3 years from date of activation.

It does not cover damage by misuse or accidental damage which are referred to as “Out of Warranty” described in section B) Out of Warranty Benefits.

In the event of “Sensor Failure” and after you proceed with a Warranty Claim (see form in your Warranty-Customer care package), **our engineering department receives your sensor and performs diagnostic tests to determine the cause of failure and/or flawed image. A report will be sent to you along with pictures of the cable and capsule (housing), as well as x-ray images from the sensor if the engineering department finds the image is of poor quality or the housing is defective.** That report will state whether the sensor is “In Warranty” or “Out of Warranty”.

Reasons why the sensor may not be covered by warranty are: failure either due to damage caused by misuse or accidental damage. Examples: damage caused by negligence like failure to observe the care instruction for dental intraoral sensors (as stated in the manual which you received at the time of delivery); any damage resulting from patient’s bites, cable breakage due to rolling over the cable with chair; connect or disconnect sensor by pulling on USB cable; immersing sensor assembly in disinfecting solutions or putting it in autoclave. Accidental damages include those from fire, water, lightning; falls, etc.,

### **“In Warranty” Benefits:**

- UPS pick up of the defective sensor
- Overnight shipment of the replacement
- Remote installation of the replacement

### **B) 3 Year “Out of Warranty” Benefits for Breakage-Damage**

We recommend that you contact your insurance carrier that covers your equipment as damaged medical equipment may be covered under your plan.

This plan provides a discount for your repair or a fixed replacement price in the event your sensor can not be repaired.

**“Out of Warranty” Requirements:**

- UPS pick up of the defective sensor
- The repaired or new sensor will be shipped to you at no charge
- Remote installation of the repaired or replacement will be completed at no charge

**C) “In Warranty” and “Out of Warranty” terms for Repaired or Replaced Sensors**

Contact your Dealer for repair or replacement options. An RMA is required for all incoming packages. Shipments without RMAs will be returned at the customer’s cost.

- 1) In case of a replacement under warranty, the warranty on the new sensor will be the remainder of the initial warranty.
- 2) In case of repair that sensor will be covered against manufacturer defects for the remainder of the initial warranty, but the cord and capsule is now covered for 6 months.
- 3) If a **new sensor** is purchased at the discounted price, it will have a **new 3 year warranty** against manufacturer defects.

***Warranty Activation: This warranty is activated and accepted at the time of purchase.***



**WARNING! If the X-Ray generator or sensor fail to produce an image after the first exposure, do not take another exposure prior to contacting your dealer.**



**TO AVOID DAMAGE TO YOUR SENSOR MAKE SURE THAT YOU READ THE FLASHRAY SENSOR USER MANUAL BEFORE USING THIS DEVICE. IT PROVIDES YOU WITH CARE INSTRUCTIONS TO AVOID SOME OF THE SITUATIONS THAT CAN CAUSE DAMAGE TO THE SENSOR.**