



LIMITED WARRANTY

1 YEAR WARRANTY AGAINST DEFECTS WITH 3 YEAR REPLACEMENT PLAN

A) GENERAL PROVISIONS

Premises:

Denterprise International, Inc. (DII) guarantees that MobileX Handheld X-ray Generator (the product) is manufactured in conformity with existing FDA and State regulations and that it provides all proper conditions of safety for the user.

MobileX comes with both a **12-month warranty against defects** and a **3 year replacement cost guaranty against Accidental Damage. The internal battery is covered for 12 months only.**

No Enrollment Fees and No Annual Fees are charged as part of the acquisition price or during the cost of 3-year ownership making MobileX's Warranty Plan the soundest most comprehensive and least expensive plan for Handheld X-ray units in the industry!

It is in the nature of X-ray unit technology in general, and more specifically the manufacturing process of handheld X-ray, that failure cannot always be determined without extensive testing including the opening of the casing. These tests can only be performed by DII. or its authorized repair centers which have sole competence and authority to perform the necessary diagnostics and repairs.

The warranty effective date is the invoice date, as described in section **D) WARRANTY ACTIVATION.**

MobileX Warranty Covers:

Defect(s): In general, Defect(s) are caused by **manufacturing**. Examples are: Unit is not properly sealed, leakage, inconsistent X-ray output, firmware errors, etc.

In this case, a replacement unit will be provided under the provisions of this Plan.

MobileX Failure(s) Not Covered by Warranty:

Accidental Damage(s): In general, Accidental Damage is damage caused due to improper handling, use, or storage after delivery.

The manufacturer's 12-month warranty against defects does not cover these damages. Coverage for these accidental damages, as well as theft and other "mysterious" disappearance, is usually available through your business insurance provider and is highly recommended.

Examples of exceptions to warranty:

- Failure to observe the care instructions for the unit;
- Use without safety strap and other provisions in the manual
- Any damage resulting from fire, water, lightning or other acts of God;
- Falls, damage caused by negligence including drops on a hard surface.
- Connection to an unapproved power supply, altering the power supply, or improper charging of the device.
- Opening of assembly and any alterations thereto.

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The type and extent of the damage(s) will determine whether the unit is **repairable** and **non-repairable**.

- **Repairable:** Damage to the body with no permanent damage inside. Damage to a single component inside (like PCB board). Your unit module will be tested and if the module is in reusable condition, a replacement body (and/or component) will be provided. The returned unit may be your original module in a new body or a like kind unit.
- **Non-Repairable:** Internal damage has occurred like permanently damaged X-ray tube. In this case the unit is rendered useless.

B) WARRANTY CLAIM PROCEDURE AND COVENANTS

1. Claims are to be initiated through the company of which you purchased the unit from. If required, it then will be arranged to schedule an appointment to troubleshoot the problem with a certified Denterprise Intl. Inc. technician. During a remote session, it will be determined if the X-ray generator appears faulty or if it is another component of your system like the power supply, or the receptor (your dental sensor or PSP Scanner), or faulty software.

Note: No such remote session is possible for film-based practices.

2. Once it has been determined that the MobileX is the cause of the issue, DII will issue a Return Merchandise Authorization (RMA) number to have the unit sent in for further evaluation.

2.1 Option 1: Standard Warranty Service:

- a) DII will provide a UPS return label to have the unit sent in
- b) The evaluation of the MobileX will be performed within 2 business days of DII receiving the unit.
 - b.1: If it is determined that the unit is covered under the Manufacturer's warranty, a replacement will be sent out to you immediately.
 - b.2: If it is determined that accidental damage has occurred, you will be notified within 48 hours of this determination. You can then elect to repair or exercise your option to use the replacement plan to purchase a new unit or abandon the unit.

2.2 Option 2: Warranty service with rental option:

A rental unit is available free of charge for any failure within 90 days of purchase.

After that date, DII can provide, if requested, a rental unit for up to 30 days for \$250, upon signature of the rental agreement.

- a) The rental unit is sent via UPS Next Day Air and a UPS pickup will be issued for the defective unit.
- b) The evaluation of the unit will be performed within 48 work day hours of DII receiving the defective unit.
 - b.1: If it is determined that it is covered under the manufacturer's warranty a replacement will be sent out immediately and the **rental fee is refunded**.

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b.2: If it is determined that accidental damage has occurred you will be notified within 48 hours of this determination. You can then a) repair, b) exercise your option to use the replacement plan to purchase a new unit or c) if offered, purchase and keep the rental unit.

b.3: In the event that you decide not to repair or purchase a replacement, then the rental unit shall be returned within 5 business days. If it is not returned within the allotted time the credit card authorization agreed upon at the time of the rental may be converted to a charge to cover the cost of the unit plus any applicable rental fees over the 30 days allotted in the rental agreement.

3. Shipping Instructions: Equipment must be carefully packed and ready to be picked up by UPS.

C) REPLACEMENT COST

1. DURING INITIAL WARRANTY – YEAR 1 OF OWNERSHIP

- a) Coverage against Defects: See 2.1- b.1 and 2.2 - b.1 above.
- b) Coverage against Accidental Damages: See 2.1-b.2 and 2.2-b.2 above, we will either repair your unit or a replacement unit will be available at reduced cost:

Scenario		MobileX Year 1
Repairable Damage	Repair Charge	30% off of MSRP
Non-Repairable Damage (Unit destroyed)	New Unit at Discount	50% off of MSRP

2. DURING YEARS 2-3 OF OWNERSHIP

- a) Coverage against Accidental Damage Only: See 2.1-b.2 and 2.2-b.2 above, we will either repair your unit or a replacement unit will be available at reduced cost:

Scenario		MobileX Year 2	MobileX Year 3
Repairable Damage	Repair Charge	Ask for Quote	Ask for Quote
Non-Repairable Damage (Unit destroyed)	New Unit at Discount	60% of MSRP	70% of MSRP

D) WARRANTY ACTIVATION

This warranty is activated upon purchase:

- 1. End User Customer acknowledges and accepts the terms and provisions of the warranty in place at time of purchase.
- 2. The warranty start date is referenced by the date of invoice. Please keep your invoice for your records.
- 3. Warranty claims should be initiated through dealer/company the device was purchased from.

E) OTHER PROVISIONS

1. The unit has been duly registered with FDA and with the State in which the End User Customer operates. End User Customer location FDA Registration is via Form 2579, see <http://www.fda.gov/ForIndustry/FDAeSubmitter/ucm107879.htm> and will be performed by either your Dealer/Installer or Denterprise Intl. Inc. Units are registered based on the office information provided on the invoice Any Local and State registrations forms and any associated fees are the responsibility of the End User Customer. For questions involving this registration contact your Manufacturer Rep, or Dealer, or call 877-509-3180.
2. If the product is exchanged during the initial warranty period (Coverage against Defects: See 2.1- b.1 and 2.2 - b.1 above), the applicable new warranty for the replacement is a **residual** warranty. For example, if your original MobileX fails at 8 months; the residual warranty for the replacement will be 4 months under initial warranty.
3. New unit(s) purchased under the replacement plan (Coverage against Accidental Damages: See 2.1- b.2 and 2.2 - b.2 above) will come with a 12-month warranty against defects.
4. Repaired units; Warranty is a residual warranty if repair is performed during Initial warranty period or 6 months after that.
5. All other provisions of this warranty remain in effect. Under no circumstance will the plan extend beyond 3-1/2 years.
6. New unit means like kind unit of defective unit; if that model is no longer available, then the latest model will be offered. .
7. Warranty is transferrable within the Initial Warranty Period only and for a fee of \$250
8. The warranty is void if not activated per D1 above.

F) BATTERY REPLACEMENT

Depending on use, the battery is recommended to be checked and/or replaced every two years or less. Cost of replacing the battery is \$395 for parts and labor plus \$50 for insured shipping. The turnaround time is 5 working days.

G) OPTIONAL ANNUAL CARE BUTLER SERVICE

At the option of End User / Customer, and for a fee of \$895, DII will perform a complete checkup at any time. The BUTLER SERVICE is highly recommended.

The Butler Service includes:

- Battery checkup (we will replace 1 time)
- Battery charger (we will replace 1 time)
- Replacement of cracked or stained MobileX Shell (1 time - unit will look as new)
- Replacement of broken display (1 time)
- Replacement of trigger button (1 time)
- Replacement of shoulder strap (1 time)
- Issue new Safety Certificate
- All parts and labor included
- As needed, rental of unit is available for \$125 (half of rental fee under B 2.2 above)
- Shipping Instructions: All shipments to Video Dental Concepts must be made using the UPS pickup tag sent to you. Equipment must be carefully packed and ready to be picked up by UPS.