

ACTEON NORTH AMERICA WARRANTY POLICY

Form# F0034, Rev. 19
February 13, 2024

ACTEON North America warrants ACTEON branded products against defects in material or workmanship as follows:

Manufacturer's Limited, 2 Year Warranty Coverage

- During the manufacturer's limited warranty, ACTEON will cover parts to repair a defective product sent into ACTEON for repair. After this period, the customer must pay all labor and parts charges.
- ACTEON, at its sole discretion, may choose to void the terms of this warranty if it determines that the product has sustained malicious or deliberate damage.
- Costs associated with shipping to ACTEON are the responsibility of the customer or dealer. Return shipping cost of non-warranty repairs is the customer's responsibility. ACTEON will pay for return shipping charges of items repaired under warranty.

Manufacturer's Limited, Remote Support Warranty Coverage

- Remote Support for Intra-oral imaging devices is covered by the manufacturer's warranty for up to 4 years. During this period:
 - ACTEON will perform remote troubleshooting.
 - ACTEON will assist with software and driver installations.
 - ACTEON will conduct software upgrades.
- Remote Support for Extra-Oral imaging devices is covered under the manufacturer's warranty for up to 5 years or the expiration of the manufacturer's warranty.

Comprehensive Warranty Coverage

- Sopix Sensors are covered by a comprehensive warranty for 24 months following the date of purchase from the dealer. During this time, up to two (2) repairs or replacements maximum are performed at no charge.
- ACTEON, at its sole discretion, may choose to void the terms of this warranty if it determines that the product has sustained malicious or deliberate damage.
- ACTEON will require a copy of an invoice as proof of date of purchase.
- ACTEON will pay all shipping costs during the comprehensive warranty period.
- The comprehensive warranty applies from the purchase date of the original item.

Warranty on Repair

- Repairs are covered by a 90-day limited manufacturer's warranty. This warranty covers only the work performed. Additional parts and functionality of the device are not covered.
- If more than 90 days remain on the original manufacturer's limited warranty, the repair will be covered for the remainder of the warranty rather than the 90 days.

Please return products to:

**ACTEON North America
Attn: Repairs
124 Gaither Drive, Suite 140
Mount Laurel, NJ 08054**

Extra Oral Device Capture Computer Warranty Coverage

In addition to the original manufacturer's warranty for the computer, Acteon provides a separate warranty to ensure the reliability and performance of the computing components associated with ACTEON products. The terms of this warranty are as follows:

- **Duration:** The Capture Computer Warranty coverage extends for 24 months from the date of purchase.
- **Repair and Replacement:** During the warranty period, ACTEON will cover the cost of parts necessary to repair a defective Capture Computer. If deemed necessary, ACTEON may provide a replacement unit at its discretion. Please note that the cost of onsite labor is not covered by this warranty.
- **Exclusions:** The warranty does not cover damages resulting from malicious or deliberate actions by the customer. ACTEON reserves the right to void the warranty if evidence of intentional damage is found.
- **Shipping Costs:** Shipping costs associated with sending the Capture Computer to ACTEON for repair or replacement are the responsibility of the customer or dealer. ACTEON will cover the return shipping charges for items repaired or replaced under warranty.
- **Capture Computer Components:** The warranty specifically covers the computing components, including but not limited to the processor, memory, storage, and motherboard, within the Capture Computer.
- **Extended Service Options:** After the 24-month warranty period, customers have the option to purchase extended service plans and hardware upgrades for the Capture Computer.
- **Support Services:** Remote support for troubleshooting, software installations, and driver updates related to the Capture Computer is included during the warranty period Extra-Oral Device manufacturer's warranty period.

Please note that this warranty is separate from the comprehensive warranty covering other ACTEON products, and the terms and conditions may be subject to change.

90-Day Manufacturer Limited Warranty on Accessories

Ultrasonic Tips	Imaging Plates	Plate Covers	EXPASYL/EXPASYL Gun
Intra Oral Tips	SOPIX Positioning Tabs	Bags	EXPASYL Exact
Polishing Powders	Camera and Sensor Sheaths	FLAG	RISKONTROL
Irrigation Lines/Perforators			BIOSPLINT

1-Year Manufacturer Limited Warranty on Equipment and Intra Oral Devices

Linking Cables
Handpiece Cord
XM Lite

PSPIX Positioning Set	Light Guides	Newtron Tip A/C Box	AIR N GO Nozzle
SOPIX Positioning Set	Light Rings	Sterilization Box	AIR N GO Tanks
Linking Cables	Light Shields	Transformer	AIR N GO Adapters
PSPIX	OEM Curing Light Tubing	Air Electric Switch	
X-Mind Unit	SP Newtron Tubing		
Ultrasonic/Surgical Units <ul style="list-style-type: none"> Newtron Tabletop Newtron OEM Modules Piezotome Cube Implant Center II 	Water Solenoid Kit	Air Polishing Units	
Ultrasonic/Surgical Handpieces	Ultrasonic/Surgical Power Supply	AIR N GO	
	I-Surge Motors	Air Polishing Handpieces	
	Newtron Handpiece Cord		
	Curing Lights <ul style="list-style-type: none"> Handpiece, Charger, Battery 		

2+2* - 2 Year Manufacturer Limited Warranty on Intra Oral Devices

***2 Year Extended Manufacturer warranty valued at \$2500**

- Intra-oral cameras
 - 617
 - 717 First
 - SOPROLIFE
 - SOPROCARE
 - Docking stations
 - C50

2+2* 2 - Year Comprehensive Warranty on Intra Oral Devices

***2-Year Extended Manufacturer warranty value: \$2500**

- SOPIX INSIDE
- SOPIX2
- SOPIX PLUG-IN
- SOPIX

2+3 Year Manufacturer Limited Warranty on Extra Oral Devices***

*****3-Year Extended warranty value at \$4,500**

- X-Mind Prime***
- X-Mind Trium ***(effective 7/1/22)
- X-Mind Prime Sensor *
- X-Mind Trium Sensor*

*5 years or 14,000 exams; whichever comes first

** Data backup and protection are not covered under warranty

***Warranty is on unit mechanics and unit electronics only – No labor is covered

***ACTEON is not responsible for paying 3rd party IT service or Dealer onsite support fees

****Relocation and Recertification:** X-Mind Prime relocation must be conducted exclusively by an Acteon Imaging Specialist or a qualified dealer partner, employing proper packaging and shipping brackets. Failure to adhere to these guidelines may result in voiding the warranty.

X-Mind Trium relocation must be performed by an Acteon Imaging Support Specialist. Failure to comply with this requirement may result in the voiding of the warranty