



## LIMITED WARRANTY BLADDERSCAN i10™

**THIS LIMITED WARRANTY (“Warranty”)** is provided by Verathon Inc. (“Verathon”) to the subscribing Customer for **BladderScan i10™** products and accompanying accessories; namely, the console, probe, and workstation (“Products”) manufactured by Verathon. Unless modified by separate negotiated agreement, this Warranty, together with the terms as set out in the written quotation, order acknowledgment, and invoice, in addition to Verathon’s standard Terms and Conditions of Sale, creates the entire agreement between Verathon and Customer (“Agreement”), superseding all other communications and documentation. Verathon expressly rejects any different, additional, or preprinted terms contained or referenced in any purchase order or other documentation supplied by Customer.

**SCOPE OF COVERAGE:** This Warranty covers service and repair of all malfunctions (mechanical, electrical, and other defects) associated with the Products purchased by Customer from Verathon, including coverage for accidental probe drops, for a period of five (5) years from Product shipment date (“Term”). Replacement parts will be new, rebuilt or non-original manufacturer's parts that perform to the factory specifications of the Product at Verathon’s sole option.

Verathon will perform repair and replacement services (“Service”) only on Products purchased from an authorized dealer. If Products or components are purchased from an unauthorized dealer, or if the original factory serial number is removed, defaced, or altered, this Warranty is void.

If Product purchased by Customer requires Service, Verathon will, at its discretion, either repair or replace the Product. Customer agrees to send the defective Product to Verathon (cleaned and disinfected as appropriate). All exchanged parts become property of Verathon.

**EXCLUSIONS:** This Warranty excludes problems caused by Customer’s acts (or failure to act), the acts of others, or events beyond Verathon’s reasonable control including:

- Theft, misuse, mishandling, abuse, extraordinary wear, or neglect.
- Misapplication, improper use of chemical cleaning or disinfecting agents, or other failure to follow Product instructions and safety precautions contained in the Operations and Maintenance Manual.
- Use of Products in conjunction with hardware, software, components, services, accessories, attachments, interfaces, or consumables, other than those supplied or specified by Verathon.
- Products repaired or maintained by anyone other than a Verathon authorized service provider.
- Modification, disassembly, rewiring, re-engineering, recalibration, or reprogramming of Products other than as specifically authorized by Verathon in writing.

**COVERED COMPONENTS:** Warranty coverage applies to the following system components:

- Console
- Probe
- Workstation

Consumable items (i.e. batteries, paper, gel) are not covered under this Warranty. All other Product accessories (e.g., battery charger, printers, calibration phantoms/tanks) are limited to a one (1) year factory warranty.

**OBTAINING SERVICE:** To request service, Customer must first obtain a return authorization number from Verathon’s Customer Care Department, pursuant to the guidelines provided. Customer shall return the Product to the following address: **Verathon Inc., 20001 North Creek Parkway, Bothell, WA 98011 USA**. Verathon’s Customer Care Department may be contacted by email at [repairs@verathon.com](mailto:repairs@verathon.com), or by phone at 1.800.331.2313.

**VERATHON SERVICE:** Verathon shall provide Services in a timely and competent manner by professionals qualified to render such services. Verathon agrees that all Services performed, or parts provided by Verathon shall be free from defect in materials and workmanship for the Term. Customer shall notify Verathon if and to what respect any of said guarantees have not been met and Verathon shall promptly, at its own expense and sole discretion, re-perform such services and make such alteration, repair, or replacement as may be necessary to meet the guarantees hereunder so long as the non-performance is due to a manufacturer defect and not physical or Customer induced issues after the service is completed.

**LIMITED REMEDY:** This Warranty gives Customer specific legal rights which may vary based on local law. When, under applicable law, implied warranties are not allowed to be excluded in their entirety, such warranties will be limited to the duration of the applicable written warranty.

**TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING LIMITED WARRANTIES AND REMEDIES ARE EXCLUSIVE AND EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, REPRESENTATIONS, TERMS, OR CONDITIONS, WRITTEN OR ORAL, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE HEREBY EXPRESSLY DISCLAIMED.**

**TRANSFER OF SERVICE:** This Warranty extends only to Customer, and may not be transferred to third parties by operation of law or otherwise.