

## Warranty Statement



# ALTA750

## CT Replacement Tube

# RICHARDSON HEALTHCARE WARRANTY STATEMENT

## ALTA750 CT REPLACEMENT TUBE

Richardson Healthcare, a division of Richardson Electronics, Ltd. ("RHC") warrants this product shall be free of defects in material and workmanship and will meet the technical performance and ratings specifications contained in the applicable Technical Data Sheets published by RHC as of the date of shipment. RHC warrants said products on a pro-rated basis as stated below. RHC's obligation under this warranty is limited in accordance with a) the periods of time or usage and b) all other product(s) in accordance with the provisions stated below, provided that, RHC may elect to refund a pro-rated portion of the purchase price of the product, if the defective product was replaced with a RHC product. Warranty credit may be denied for defective RHC products replaced with other manufacturer's products. Defective products are those found upon evaluation and examination by RHC to be inoperative within the periods and applications specified herein due to traceable defects in original materials or workmanship.

### LIMITATIONS ON WARRANTY

Activation of the warranty will only occur if the Heat Exchanger and High Voltage Cable are replaced at the time of the ALTA750 CT tube installation. Warranty adjustments will only be considered if a product fails or becomes inoperative within the published technical performance and ratings specifications and is used under "normal operating conditions." Use of the product under "other than normal operating conditions" shall be without warranty. Additionally, the warranty does not apply to any loss, damage, failure, and/or malfunction relating in any way to shipping, storage, accident, abuse, misuse, alteration, or equipment malfunction. The entire obligation of RHC under this warranty is to repair or replace the defective products, or at its sole option, to issue credit or refund. In no event shall RHC be liable for consequential or special damages.

### WARRANTY TERMS

- Warranty consideration will be given only for products (CT Tube, Heat Exchanger and High Voltage Cable) returned to RHC properly packaged in RHC original crates and shipping containers
- All return products need to be accompanied by a "Tube Service Report." This form is available on [rellhealthcare.com](http://rellhealthcare.com).
- All shipping costs for a warranty refund product to RHC are the responsibility of the purchaser and must be prepaid.
- For products returned within warranty, all repairs including parts and labor made under the term of this warranty will be at no charge.
- Warranty will only be extended to the original purchaser. Transfer of warranty will not be honored without expressed prior written authorization of RHC.
- Warranty claims will be accepted up to 30 days after the expiration of the warranty if the failure occurred during the warranty period. This grace period will allow time for the purchaser to return the product should the failure occur during the last month of warranty.

### WARRANTY PERIOD

The warranty period for RHC CT tubes shall (i) commence on the date of installation and end 12 months thereafter or (ii) commence on the date of shipment and end 15 months thereafter or (iii) commence on the date of installation and end on the date the product attains the usage number of slices set forth below for the particular product, whichever comes first.

RHC Tube	Full Warranty Period	Full Warranty Usage	Pro-Rated Warranty Period	Pro-Rated Warranty Usage
ALTA750	1 month	16,000 Slice Count	12 months	200,000 Slice Count*

### REPLACEMENT CREDIT ALLOWANCE

Credit allowances will be computed on the basis of "Premature or Pro-Rated Allowance." A premature failure is defined as early failure within the full warranty period and, at RHC's option, will be replaced at no cost to the purchaser or a full credit will be issued.

The full "non-prorated" warranty period is defined as 1 month from date of installation, or 16,000 slice count whichever comes first.

The pro-rated CT warranty credit applied will be based on the lesser of the time or usage remaining from the calculations below:

$$100\% - [\text{slice count consumed} / \text{slice count warranty (in \%)}] \text{ or } 100\% - [\text{number of months installed}/12 \text{ (in \%)}] **$$

\* Slice Count is established from the slice counter on the system when the tube is installed and at removal

\*\* Credit may be based on time from shipment per terms listed above.