



INDEPENDENT X-RAY
QUALITY ASSURANCE

RTI Group Extended Warranty Program



The Extended Warranty program is available for RTI Piranha, Barracuda, Cobias and RTI Scatter Probe purchased after Oct 31, 2009. This program extends the benefits of original 24-month factory warranty, in 24-month intervals, up to 10 years from the date of shipment of the product to the end user. The program is also available if you upgrade your Piranha to Black version. The following procedures and costs are associated with this exclusive RTI Extended Warranty program.

1. In order to take advantage of the Extended Warranty program, the user must return the RTI meter to the authorized RTI facility not later than 25 months from delivery from RTI factory, or 24 months after last full calibration.
2. Parts that are not calibrated or accessories to the system that are not returned to RTI are not qualified for the extended warranty.
3. If the warranty period has expired, the system is no longer qualified for the extended warranty Program.
4. If chosen, the charge to extend the warranty for an additional 24 months will be an additional 20% of the calibration cost for the meter. This will be a one-time charge added to the calibration cost for this meter and will extend its warranty for a period of 24 months.

For example: A new Piranha is shipped to its owner on January 1, 2017. The unit is due for calibration on January 1, 2019. The cost for calibration is €750. If the owner wants to purchase the extended warranty the unit would have to arrive at our facility no later than January 30, 2017. The total cost to calibrate and extend the warranty would be €900 - €750 for the calibration and an additional €150 (20% of the calibration cost) for the 2-year Warranty Extension.

5. Calibration costs are subject to change. Extended Warranty Program charges are based on the calibration costs being charged at the date RTI meters are returned to RTI for calibration or service.
6. This same process could be repeated 3 more times extending the warranty up to 10 years. Units older than 10 years old will no longer qualify for the Extended Warranty program. However, these can continue to be serviced and calibrated by RTI.

Warranty Terms

The conditions for prolonged warranty are according to pos 1-14 below with the following exceptions.

- i. The prolonged warranty is not valid for handheld computers, net books or other computers delivered with the Product. Exception is also made for System Case, Ion chambers, phantoms and accessories not of RTI make.
- ii. For software it may be necessary to follow RTI upgrade programmes to get the prolonged warranty. Upgrades are not free of charge after the first 25 months warranty period.

Conditions

The warranty is valid based on following conditions and limitations:

1. Defects of the Product shall be considered if the Product does not fulfil specifications valid for Client's order and therefore cannot be used for the purpose intended by the Client.
2. RTI is obliged free of charge to rectify defects in the Product delivered ma which are due to defects in material, design or manufacture. RTI may instead of rectifying the defect supply a new Product free of defects or repay the purchase price. Should RTI choose to repay Product the purchase price the Client shall return the delivered Product in essentially unaltered conditions. If this is not possible RTI may credit itself with the value of the Product as a deduction from the ensure purchase price paid.
3. The client must complain in writing to RTI as soon as the defect is discovered or ought to be discovered. The complaint shall contain a short description of the nature of the defect. Subject client does not make his claim in this manner and time, the client might lose its right to complain of the defect.

4. The Product must be supplied directly from RTI or from a Distributor authorized by RTI.
5. The warranty covers all labor and all parts associated with normal use and fair wear and tear of the Product.
6. Free upgrade of software is available during the original 24-month warranty period.
7. RTI warranty is limited to the repair of the Product under warranty and specifically excludes consequential loss.
8. All warranties will be invalidated if unauthorized repairs are made of the Product.
9. The warranty does not cover accidental damage or misuse of the Product.
10. Installation of additional equipment that is not approved by RTI, or of such quality to render the Product inoperable, you invalidate the warranty.
11. The environment and electrical supply must be suitable for the and maintained in accordance with RTI's specification.
12. The Product shall be kept and used in proper and prudent manner and that only competent persons can use it.
13. It is not allowed to make any addition, modification or adjustment to the Product without prior written consent from RTI, nor allow persons other than RTI's staff or authorized persons to adjust repair or maintain the Product.
14. All transports for the purpose of rectifying the defect shall take place in accordance with the instructions of RTI. Costs for transport to RTI premises shall be borne by the Client. Costs for transport to the premises of Client shall be borne by RTI.