



INDEPENDENT X-RAY
QUALITY ASSURANCE

RTI Group Extended Warranty Program



The Extended Warranty Program is available for RTI Mako, Piranha, Barracuda, Cobia meters, and the RTI Scatter Probe purchased after October 31, 2009. This program extends the benefits of the original 24-month factory warranty in 24-month intervals, for up to 10 years from the product's shipment date to the end user. The program is also available when upgrading a Piranha to the Black version.

The following procedures and costs are associated with this exclusive RTI Extended Warranty Program:

1. To take advantage of the Extended Warranty Program, the user must return the RTI meter to an authorized RTI facility no later than 25 months from the original delivery from the RTI factory, or within 24 months of the last full calibration.
2. Parts that are not subject to calibration or accessories that are not returned to RTI are not eligible for the extended warranty.
3. If the warranty period has expired, the system is no longer eligible for the Extended Warranty Program.
4. If selected, the charge to extend the warranty for an additional 24 months will be 20% of the meter's calibration cost. This charge will be added to the calibration cost and will extend the meter's warranty by 24 months. Mako is excluded from this additional 20% charge – when calibrating a Mako meter, there is no cost for warranty renewal.
5. Calibration costs are subject to change. Extended Warranty Program charges are based on the calibration cost in effect at the time the RTI meter is returned for calibration or service.
6. This process may be repeated, allowing warranty coverage to extend up to a total of 10 years. Units older than 10 years will no longer qualify for the Extended Warranty Program; however, they may still be serviced and calibrated by RTI.

Warranty Terms

The conditions for extended warranty are specified in points 1–14 below, with the following exceptions:

- i. The extended warranty does not apply to handheld computers, netbooks, or other computers delivered with the Product. It also does not apply to system cases, ion chambers, phantoms, and accessories not manufactured by RTI.
- ii. For software, it may be necessary to follow RTI's upgrade programs to maintain the extended warranty. Software upgrades are not free of charge after the initial 25-month warranty period.

Conditions

The warranty is valid under the following conditions and limitations:

1. Defects in the Product will be recognized if the Product fails to meet the specifications stated in the Client's order and therefore cannot be used for its intended purpose.
2. RTI is obliged, free of charge, to rectify any defects in the delivered Product that are due to faults in material, design, or manufacturing. Instead of rectifying the defect, RTI may choose to supply a new, defect-free Product or refund the purchase price. If RTI opts to refund the purchase price, the Client must return the delivered Product in essentially unaltered condition. If this is not possible, RTI may deduct the estimated value of the Product from the refund.
3. The Client must submit a written complaint to RTI as soon as the defect is discovered or reasonably should have been discovered. The complaint must include a brief description of the defect. If the Client fails to make the claim in this manner and within a reasonable time, the right to claim under the warranty may be forfeited.
4. The Product must have been supplied directly by RTI or by an RTI-authorized Distributor.
5. The warranty covers all labor and parts associated with normal use and fair wear and tear of the Product.
6. Free software upgrades are available during the original 24-month warranty period.
7. RTI's warranty is limited to the repair of the Product and expressly excludes any consequential loss.
8. All warranties will be void if unauthorized repairs are made to the Product.
9. The warranty does not cover accidental damage or misuse of the Product.
10. Installation of additional equipment not approved by RTI, or of inadequate quality such that it renders the Product inoperable, will void the warranty.
11. The operating environment and electrical supply must be appropriate and maintained in accordance with RTI's specifications.
12. The Product must be used and maintained in a proper and prudent manner and only by competent personnel.
13. No additions, modifications, or adjustments may be made to the Product without prior written consent from RTI. Nor may anyone other than RTI staff or authorized personnel adjust, repair, or maintain the Product.
14. All transport related to defect rectification shall be arranged according to RTI's instructions. The Client shall bear the cost of transport to RTI premises, while RTI will bear the cost of transport back to the Client.