



PHOENIX IMAGING

freeing you from the wall

The **Phoenix Imaging Extended Warranty Program** is designed to extend the warranty services for the Remedi T-100 and Ecotron DT-703 devices beyond the standard manufacturer's warranty period. This program allows dental practice to continue receiving warranty services, including all repair needs and loaner devices, without the worry of unforeseen repair or replacement costs.

Key features of the Extended Warranty Program include:

Coverage Similarity: The Extended Warranty mirrors the coverage provided by the initial standard manufacturer's warranty, ensuring that practices can enjoy the same level of service and support throughout the extended warranty period.

Payment Predictability: With the Extended Warranty, practices can benefit from predictable payments eliminating unexpected expenses related to device repair or replacement.

Activation Flexibility: The Extended Warranty can be activated any time before the end of the standard warranty period. The manufacturer's initial warranty is valid for 2 years from the installation date. The Extended Warranty may be renewed up to a maximum of five (5) years from the initial date of installation. After this period, the warranty can no longer be extended.

Cost: Pricing for the Extended Warranty is set at **\$795** per year covering the provision of a loaner unit, as well as all associated shipping expenses for sending the unit to the factory repair center and returning it back.

Purchase Method: The Extended Warranty can be acquired directly through Phoenix Imaging's website at www.phximg.com using a credit card. The Extended Warranty can be purchased a year at the time, or a full 5-year (3 additional years) total warranty coverage.

Support and Loaners: If the Equipment becomes inoperable for any reason and if the issue cannot be resolved remotely, Phoenix Imaging will provide Loaner Equipment and handle all shipping arrangements to get the Equipment to the Factory Repair Center. Once repairs are completed, Phoenix Imaging will send the original Equipment back and arrange the return of the loaner unit. All shipments will be sent via UPS normal ground. If overnight or expedited shipment is required, Dental Practice is responsible for extra UPS charges.

Exclusions:

- X-ray Tube Wear: The Extended Warranty does not cover wear and tear of the x-ray tube, which is considered a consumable component subject to normal usage patterns.
- Damage from Excess Mishandling: A damage by an Excess Mishandling is not covered under Warranty. Excess Mishandling can be defined as a unit damage beyond repair. An example of Excess Mishandling is placing the Equipment into an autoclave, dropping/smashing the Equipment in such way that it breaks into several pieces. A drop damage that causes the device casing to break will be covered.

Conclusion: This program is tailored to provide dental practitioners with continued peace of mind regarding their Phoenix Imaging devices, ensuring that they can focus on running a business without the worry of equipment downtime or unexpected repair costs.