



GE Healthcare Service Shop Accessories & Supplies Warranty Statement

1. Covered Accessories. This Accessories & Supplies Warranty Statement only applies to accessories and supplies purchased from GE Healthcare for PET, CT, MR, nuclear imaging, X-Ray and Ultrasound products. The terms “accessories” and “accessory” refer to both accessories and supplies throughout this document.

2. Accessories Warranty. Each accessory has an assigned “Warranty Code” with a corresponding warranty duration as identified below.

Warranty Code	Warranty Duration
Code ZZ	5 Years
Codes D, O	2 Years
Codes C, E, G, L, P or Y	1 Year (365 days)
Code H	6 months
Code K	3 months
Code W	Out of Box Failure Only

GE Healthcare field engineers may take the first call for service and provide direct support or arrange for support from the manufacturer. Additional warranty information may be available from the manufacturer.

The warranty period starts on the delivery date of the accessory. For accessories that are installed by GE Healthcare, a GE Healthcare subcontractor or the accessory manufacturer, the warranty period starts 5 days following installation. If installation is delayed for reasons beyond GE Healthcare’s control, the warranty period starts 30 days following delivery date.

3. Warranty Code Descriptions.

3.1. Warranty Code C. GE Healthcare arranges for the manufacturer or its dealers to provide:

- (a) Installation (may be at additional charge)
- (b) Parts
- (c) Onsite service to repair, adjust or replace (at the manufacturer’s or dealer’s option and using new or exchange replacement parts) non-conforming accessories or parts
- (d) End-user training (may be at additional charge)

3.2. Warranty Code D. GE Healthcare refers to the manufacturer warranty which provides:

- (a) Basic functional troubleshooting (no technical labor) with manufacturer phone support
- (b) Repair or replacement of defective accessories or parts
- (c) Battery limited to a 1-year warranty

3.3. Warranty Code E. GE Healthcare or a sub-contractor provides:

- (a) Installation (may be at additional charge)
- (b) Basic functional troubleshooting (no technical labor) with manufacturer phone support
- (c) Coordination of unit exchange or loaner program for in-factory service at no charge

3.4. Warranty Codes G and O. GE Healthcare refers to the manufacturer warranty which provides:

- (a) Start-up and commissioning (except Warranty Code O: accessory 10 kVA or less does not include start-up and commissioning)
- (b) Onsite service
- (c) Basic functional troubleshooting (no technical labor) with manufacturer phone support 24 hours per day / 7 days per week
- (d) Repair or replacement of defective accessories or parts
- (e) UPS battery for Warranty Code O limited to a 1-year warranty or 2-year warranty

3.5. Warranty Codes H, K, L. GE Healthcare directly provides:

- (a) Exchange of non-conforming accessories returned to GE Healthcare
- (b) Exclusive of installation, parts, applications training and onsite service

3.6. Warranty Code P. GE Healthcare directly provides:

- (a) Replacement of non-conforming accessory components
- (b) Exclusive of installation, parts, applications training and onsite service

3.7. Warranty Code W. GE Healthcare directly provides:

- (a) Replacement of accessory only for Out of Box failure
- (b) Exclusive of installation, parts, applications training and onsite service

3.8. Warranty Code Y. GE Healthcare refers to the manufacturer warranty which provides:

- (a) Basic functional troubleshooting (no technical labor) with supplier phone support

- (b) Replacement of non-conforming components

3.9. Warranty Code ZZ. GE Healthcare refers to the manufacturer warranty which provides:

- (a) Basic functional troubleshooting with supplier phone support
- (b) Replacement of non-conforming components
- (c) Battery for Warranty Code ZZ has a 2-year warranty for stationary applications and a 6-month warranty for mobile applications

4. Remedies. To obtain: (i) order, delivery or general information, call 1-866-281-7545; and (ii) service, call 1-800-437-1171. If Customer promptly notifies GE Healthcare of its claim during the warranty and makes the accessory available, GE Healthcare will (at its option) either provide the warranty service identified under the applicable Warranty Code or replace the non-conforming accessory with a new or refurbished accessory. The foregoing is Customer's sole and exclusive remedies (and GE Healthcare's sole and exclusive liability) for accessory warranty claims. NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WILL APPLY. Warranty service will be performed from 8am to 5pm local time, Monday-Friday, excluding GE Healthcare holidays, and outside those hours at GE Healthcare's then-current service rates and subject to personnel availability. GE Healthcare may require warranty repairs to be performed via a secure, remote connection or at an authorized service center. Prior to returning an accessory to GE Healthcare, Customer will: (a) obtain a return to manufacturer authorization; and (b) remove bodily fluids, hazardous conditions, and materials that may carry disease. Customer is responsible for damage during shipment to GE Healthcare. The warranty for an accessory provided to correct a warranty failure is the unexpired term of the warranty for the repaired or replaced accessory.

5. Limitations. GE Healthcare has no obligation to Customer for warranty claims if Customer uses the accessory: (i) for non-medical or entertainment use or outside the United States; (ii) in combination with any software, hardware, or services not provided or recommended in writing by GE Healthcare; and (iii) in a manner or environment for which GE Healthcare did not design or license it, or in violation of GE Healthcare's recommendations or instructions. In addition, the warranty does not cover: (a) defects or deficiencies from improper storage or handling, improper maintenance or use that does not conform to OEM specifications and/or documentation, inadequate backup or virus protection, cyber-attacks, failure to maintain power quality, grounding, temperature, and humidity within OEM specifications, or any cause external to the accessory or beyond GE Healthcare's control; (b) payment or reimbursement of facility costs arising from repair or replacement of the accessory; (c) planned maintenance, adjustment, alignment, or calibration; (d) lost or stolen accessories; (e) accessories with serial numbers altered, defaced or removed; (f) modification of accessories not approved in writing by GE Healthcare; (g) accessories immersed in liquid; and (h) installation unless identified under the applicable Warranty Code. ACCESSORIES NOT LISTED IN GE HEALTHCARE'S ACCESSORIES AND SUPPLIES CATALOG AT THE TIME OF SALE, AND SERVICE MANUALS, ARE PROVIDED AS IS. If an exchange accessory is provided, the original becomes GE Healthcare property and Customer must return it to GE Healthcare within a reasonable timeframe of replacement to avoid being billed for the non-returned accessory.