



GE Healthcare 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 and X-Ray 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 a 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.

2.1. **Warranty Commencement.** The warranty begins on the date that the accessory is delivered to the customer ship to location. For accessories that are installed by GE Healthcare, a GE Healthcare subcontractor or the accessory manufacturer, the warranty begins five days after the installation is complete. If the installation is delayed for a reason beyond GE Healthcare’s reasonable control, the warranty begins thirty days after the 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 less than 10 kVA 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

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 warranty claim during the warranty and makes the accessory available for service, GE Healthcare will, at its option, either provide the warranty service indicated in the Warranty Code description or replace the non-conforming accessory with a new or refurbished accessory. 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 certain warranty repairs to be performed via a secure, remote connection or at an authorized service center. Prior to returning any 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.

NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT, SYSTEM INTEGRATION AND DATA ACCURACY, WILL APPLY.

5. Limitations. GE Healthcare has no obligation to Customer for warranty claims if Customer uses the accessory: (a) for non-medical or entertainment use or outside the United States; (b) in combination with any software, hardware, or services not provided or recommended in writing by GE Healthcare; and (c) 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, these warranties do not cover: (i) a defect or deficiency from improper storage or handling, inadequate back-up or virus protection, failure to ensure and maintain within Specifications power quality, grounding, temperature, humidity and repairs due to power anomalies, or any cause external to the accessory or beyond GE Healthcare's control; (ii) payment or reimbursement of facility costs arising from repair or replacement of the accessory or parts; (iii) adjustment, alignment, calibration, or preventative maintenance; (iv) stockpiling of replacement parts; (v) network and antenna installations not performed by GE Healthcare or its authorized agent(s); (vi) lost or stolen accessories; (vii) accessories with serial numbers altered, defaced or removed; (viii) modification of accessories not approved in writing by GE Healthcare; (ix) accessories immersed in liquid; and (x) installation unless otherwise stated in Section 3 above. GE Healthcare does not guarantee that accessories will operate without error or interruption. ACCESSORIES NOT LISTED IN GE HEALTHCARE'S ACCESSORIES AND/OR SUPPLIES CATALOG AT THE TIME OF SALE AND SERVICE MANUALS ARE PROVIDED AS IS.