



## Diagnostic Tubes

North American Imaging, its employees and suppliers proudly stand behind every tube we sell. We guarantee that our tubes are free from defects in material and workmanship provided they are used in the same manner and for the purpose for which they were designed. The warranty period is limited based on the type of tube and is shown in the chart below.

If your tube fails, becomes inoperative, or will not calibrate due to any circumstances involving a defect, we will repair or replace the tube, whichever is the most convenient for you. In most cases we will replace the tube at no additional cost to you once we have determined that the failure was in any way the fault of North American Imaging or its supplier. There are a few simple conditions that we require to insure that we are properly allowing the full credit to which you are entitled.

1. You must advise us of the failure and secure a Return Authorization Number
2. You must complete and provide a Tube Service Report that clearly shows the nature of the failure. This helps us properly evaluate your claim.
3. You must ship the tube back to us in a carton or container that is designed for tube shipments.
4. You must return the tube, freight prepaid. Freight charges for the original shipment will be adjusted when we authorize credit.
5. You must return the defective product within 14 days of receiving a Return Authorization.

Once we have the tube in our possession, we guarantee to evaluate the tube and determine the merit of your claim within 5 working days. If we require additional engineering evaluation by the manufacturer, we will advise you. It is our intention to settle these matters as quickly as possible. If a replacement tube was provided, it will be billed and is payable. Any credit due will be applied to the original invoice or to your open account. Replacement tubes are only warranted for the remaining period of the original tube warranty. The entire obligation of North American Imaging is to replace or repair the defective tube. In no event shall NAI be liable for consequential costs or damages, nor for any tube installation or service costs.

### WARRANTY PERIODS

#### Radiographic Tubes

Tube Type	Period Covered	Warranty Amount
Glass Body Tubes under 1 Million HU	12 Months	100%
Glass Body Tubes 1 Million HU or more	24 months	prorated after 3 months
Metal Body Tubes	24 months	prorated after 3 months
Mammo Tubes	12 months	prorated

All warranty periods commence on the date of installation. If the date of installation exceeds 6 months from shipping date from NAI, the installation date will be deemed to have been 6 months from shipping date.

#### CT Tubes

The warranty period for CT Tubes shall commence on the date of installation and end 12 months thereafter, or commence on the date of shipment and end 14 months thereafter, or commence on the date of installation and end when the warranted number of exposures is attained, whichever comes first. Failure earlier than these periods will be credited on a prorated basis.