

# Medit i500 Scanner Repair Policy

May 12, 2020

## Warranty repair service

Medit's standard product warranty and extended product warranty service includes the repair and replacement of defective products or product components by Medit or its authorized repair facilities. For warranty repair service, the customer must first contact the Medit authorized reseller from whom the product was purchased, and the reseller must obtain a case number to authorize the return of the product for service. No product warranty service can be initiated without prior authorization through the issuance of a case number.

**Dead on arrival (DOA).** Within 30 days from the installation date of a product, if the product fails to function substantially in accordance with the published specifications and the reseller promptly notifies Medit of such defects or non-conformity, and the product trouble is determined to be caused by a defect in manufacturing or materials, Medit will replace the defective unit at no charge.

**Product warranty scope.** If under normal and proper use a defect or non-conformity appears in a product, during the applicable warranty period and the customer promptly notifies the authorized Medit reseller from whom the product was purchased, of such defect or non-conformity, and follows the shipping instructions provided for the return of the product, Medit will either replace or repair the defective product at no charge.

Product	Standard warranty duration	Coverage
Medit i500	One (1) year from the installation date or 18 months from the shipment date, whichever comes first.	Parts, labor, and shipping.

This warranty does not apply to accessories and consumable parts unless failure has occurred due to a defect in materials or workmanship.

**Case assignment.** Upon submitting a technical support request ([support@medit.com](mailto:support@medit.com)), the requester will be notified of the case number issued for the request by email.

**Shipment of product.** Medit support agents will provide the reseller with instructions for shipping the product back to Medit for repair services. The scanner, as well as all its accompanying accessories must be returned by the reseller in its original packaging or an equally protective packaging to prevent damage in transit, and shipped to:

MEDIT Corporation  
 ATTN: Case number #####  
 23 Goryeodae-ro 22 gil, Seongbuk-gu, Seoul, 02855, Republic of Korea  
 Phone: +82-2-2193-9600 ext. 2

Medit will pay all shipping costs to/from the authorized reseller for any product returned for repair that is found to be defective and still under warranty. In all cases, the reseller is responsible for any customs duties and other taxes.

The cost shall be at the requester's expense if using an expedited freight or if a designated freight forwarder is requested.

**Warranty repair work.** All warranty repairs will be performed at a Medit authorized repair facility. The standard turnaround time for most warranty repair work is approximately 2-3 weeks from the date the product is received at the Medit repair facility. If additional time is required to perform the warranty repair services, Medit will notify the reseller of the estimated additional time required to complete the warranty repairs.

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If Medit determines that the product trouble is not caused by a defect and therefore not covered under the product warranty, then any repair work will be handled as an out-of-warranty repair service in accordance with the out-of-warranty repair service terms.

In the event of repairs or replacement of any parts of the unit, the warranty will thereafter continue and remain in force for the unexpired period of the warranty.

**These policies are subject to change at the discretion of Medit without prior notice.**

## Out-of-warranty repair service

Medit offers out-of-warranty repair services for Medit products that are no longer covered by a standard or extended product warranty. For end-of-sale products, repair service is available for up to 5 years after the product discontinuation notice.

All repairable out-of-warranty Medit products will be repaired at the then-current repair rates of either Medit or a Medit authorized repair center, plus other applicable expenses, upon receipt of the product and the customer's valid purchase order or other written repair authorization.

In order to submit an out-of-warranty repair service request, the customer must contact the Medit authorized reseller from whom the product was purchased, and the reseller must obtain a case number to authorize the return of the product for service. No product warranty service can be initiated without prior authorization through the issuance of a case number.

Repair parts are under warranty for 180 days from the date of the return shipment of a repaired unit.

**Case assignment.** Upon submitting a technical support request ([support@medit.com](mailto:support@medit.com)), the requester will be notified of the ticket number issued for the request by email.

**Shipment of product.** Medit support agents will provide the reseller with instructions for shipping the product back to Medit for repair services. All products must be returned by the reseller in its original packaging or an equally protective packaging to prevent damage in transit, and shipped to:

*MEDIT Corporation  
ATTN: Case number #####  
23 Goryeong-ro 22 gil, Seongbuk-gu, Seoul, 02855, Republic of Korea  
Phone: +82-2-2193-9600 ext. 2*

The reseller is responsible for all the shipping and insurance charges of out-of-warranty products returned for repair.

**Repair estimate.** Following the receipt of the returned product, Medit will provide an initial repair estimate to the reseller, in writing, within approximately (2) weeks from the date of receipt of the product.

All out-of-warranty product returns, except for repair cases, are subject to a minimum diagnostic fee.

If a reseller has not replied for 7 days from the date of a final quotation, the product will be returned at the reseller's expense.

**Repair work authorization and payment.** Resellers shall authorize the repair work by issuance of a purchase authorization to Medit and all repair charges must be paid prior to return shipment.

Due to the technical nature of the product, it is not unusual for Medit technicians to discover additional problems that could not be detected during the initial diagnostic evaluation. Accordingly, all initial repair estimates are subject to change and Medit will promptly notify the reseller of any of delays or additional charges incurred in the repair process.

**These policies are subject to change at the discretion of Medit without prior notice.**

# Appendix

## Price list for accessories and repairs (EUR)

This chart should only be used as a reference. Actual repair charges may differ from the initial diagnostic evaluation if additional problems are detected or extra materials, not listed below, are used during the repair process.

The prices listed below are subject to change, based on the inflation rate or at the discretion of Medit.

### Repair (incl. labor charges)

Repair	Reseller price	MSRP
Camera (ea.)	€1,670	€2,291
Lens (ea.)	€382	€492
Projector	€1,633	€2,185
Main board	€638	€807
Bridge board	€394	€466
Projector board	€1,569	€2,110
Power hub board	€454	€571
Cable assembly	€612	€770
Others (ea.)	€378	€445
In-factory diagnostic (Products returned for repair are not subject to a diagnostic fee.)	€378	€445

### i500 accessories

Part	Reseller price	MSRP
Reusable tips (set of 4 tips)	€152	€200
Calibration tool	€200	€300
Desktop cradle	€30	€50
Wall mount holder	€20	€30
Power adapter & cable	€20	€30
USB 3.0 cable	€20	€30