

# Terms of Warranty

## Industrial Field Radiography X-ray Equipment

### In general

The terms in this document apply for all Field Radiography units sold by Baker Hughes Digital Solutions GmbH in addition to our general Terms & Conditions.

This guarantee, however, does not cover damage resulting from an improper operation in violation of the instructions given in the operating manual, in particular damage resulting from neglected or irregular check-ups and maintenance.

In case of an equipment failure during the Warranty period, we have the right to replace a failed equipment by a refurbished equipment.

### Industrial X-ray Equipment

Unless otherwise specified, all new equipment, except for evacuated devices, glassware and electronic items listed below, is guaranteed for 24 months from the date of the delivery note plus a maximum shelf time of 3 months to be free of defects in workmanship and materials. Any part so failing will be repaired or replaced free of charge. The end-user shall bear the risk of loss and the expense of transportation for equipment shipped to our factory, i.e. the warranty provision covers delivery ex-factory uninsured and presupposes freight free, risk-insured shipment of the merchandise to us.

This guarantee, however, does not cover damage resulting from an improper operation in violation of the instructions given in the operating manual, in particular damage resulting from neglected or irregular check-ups and maintenance of the cooling system or the high voltage plug connections as well as of other system components that have to be checked regularly.

Wear parts (e.g. switches, buttons, connection cables) are excluded from the warranty.

We also offer an optional extension of the warranty by 12 months, on top of the 24 months standard warranty, for the following components:

#### Seifert ERESO

- Heating transformer, high voltage cascade, high voltage transformer, output resistance,
- Powerstage, controller powerstage,
- LCD display, Power Supply PCB and Controller PCB MF4 Control

#### Seifert ISOVOLT Mobile 160

- Heating transformer, high voltage cascade, high voltage transformer, output resistance,
- Powerstage PCB, controller powerstage, focus switch PCB,
- LCD display, Power Supply PCB and Controller PCB MF4 Control

## Seifert ISOVOLT Titan

- Heating transformer, high voltage cascade, high voltage transformer, output resistance,
- Chopper with amplifier, AI control PCB,
- Titan Control LCD display and Control PCB

## Special conditions apply to the following components:

### ***Metal-Ceramic X-ray Tube***

The warranty period covers 24 months from the date of the delivery note or 2,000 operating hours, whichever applies first. X-ray tubes that have not been operated in accordance with the prescribed warmup instructions of the operating manual are excluded from warranty, irrespective of the date they were first put into operation.

#### **Note:**

For the processing of warranty claims we request that the questionnaire supplied with the X-ray tube be returned to our company, containing all details pertaining to the X-ray tube. No warranty is granted for X-ray tubes or high voltage cables operated with power supplies not approved by us. X-ray tubes are only warranted if their installation in X-ray tube housings has been carried out by personnel that is authorized by us.

### ***Flat Panel X-ray Detectors***

The warranty period for all detectors is 12 months starting from the date of the delivery note, excluding the DXR 75P-HR and DXR 140P-HC for which the warranty period is 24 months starting from the date of the delivery note plus a maximum shelf time of 3 months or limited by 1 kGy or 2,500 hours exposure dose, whichever applies first. The warranty period of a battery is 12 months from the date of production marked on the battery. The defective battery can be replaced one time during the warranty period.

X-ray dose-related failures > 1kGy of the light imager and scintillator are excluded from warranty.

Dose-induced ageing of the light imager and scintillator, which may lead to degraded image quality, is also excluded from warranty.

Dose-related defects typically appear as image artefacts. Typical image artefacts are partial or full bad lines, increased number of bad pixels, blank sections, streaking, persistent afterglow (e.g., with no X-rays still see image of part days later).

### ***Computed Radiography Scanners and Phosphor Imaging Plates***

The warranty period for Computed Radiography (CR) scanners is 24 months from the date of the delivery note plus a maximum shelf time of 3 months or limited by 24,000 scans (annually maintenance conducted by us necessary), whichever applies first.

Ageing of the photomultiplier (PMT) and laser, which may lead to lower dose sensitivity, is excluded from warranty.

The warranty period for Phosphor Imaging Plates (IP's) is 12 months from the date of the delivery note. Dose-induced ageing of IP's or any electronic components, is also excluded from warranty.

## ***Licenses for our Software***

The warranty period for software is 12 months from the date of the delivery note plus a maximum shelf time of 3 months.

Licenses for our software are only available for hardware and PCs approved and provided by us.

A license transfer to external PC hardware is not possible. For test purpose in special cases we can provide temporary licenses for software to operate on PC hardware not provided and not tested by us.

We cannot provide technical support other than license generation and takes no liability for damage or operation issues to the equipment resulting from potential incompatibilities between PC hardware not provided and not tested by us and our software.

### **Contact:**

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