

Barco Healthcare Standard Warranty

This Warranty document supplements the [Barco Terms and Conditions of Sale](#) for Barco Healthcare products. In case of any contradiction or inconsistency, the Warranty Rider will prevail. This Warranty Rider supersedes the previous versions thereof.

Who is covered?

This warranty is granted to end users owning a Barco product or to OEM customers and integrators making use of a Barco product in their own system.

Warranty Coverage and Duration

Barco warrants that its products, when delivered in a new condition, in original packaging, sold directly or through a Barco authorized partner and used in normal conditions, are free from any defects in manufacturing, materials and workmanship.

The warranty shall apply only to the extent that the products or any parts thereof have been installed and serviced by trained personnel, preferably certified by Barco. The Warranty shall only apply if the mandatory preventive maintenance actions as described in the technical documentation have been executed. The warranty starts with the shipment date of products. If Barco is responsible for onsite acceptance (OSAT), warranty starts upon signing off the OSAT or when products are used, whatever starts first. For software, the warranty starts when it is made available to the Buyer on the Barco Download Web Page, to be installed on a computer or server at the Buyer's offices. The warranty period and warranty entitlements are stated in the warranty rider below. For software a 3-month warranty applies, unless specified otherwise in the warranty rider below. For purchased spare parts, and panel replacements during repairs a 12-month warranty applies. Other repair activities have 6 months of warranty. Any third-party product or any part thereof which Barco merely resells with its products or services is subject to the original manufacturer's warranty unless specified otherwise in the warranty rider.

Warranty Exclusions and Limitations

The warranty does not apply to consumables unless explicitly stated otherwise. This warranty does not cover defects resulting from improper or unreasonable use or maintenance, or failure to follow operating instructions as mentioned in the technical documentation. This warranty does not cover defects resulting from accident, unauthorized alteration or modification of the original condition, or product being connected to or used in combination with other equipment, products or systems (hardware and/or software) not compatible with the product or not respecting the installation requirements as defined in the installation manual or user manual (such as high temperatures, humidity, dust, power surges or incorrect voltage supply...). The warranty does not cover cosmetic damages (scratches, dents, cracks...), which have not been claimed within 8 days of the delivery of the goods. In no event shall Barco be liable for any defects, failures, loss of or damage caused by or resulting from wear and tear, any external cause or event out of Barco's control, use or operation of the product prior to acceptance, any act or negligence of customer or any third party, or any phenomena inherent to the technology used such as pixel defects out of specifications, image retention, burn-in, vibrations, etc... The warranty is void if serial numbers, warning labels or original seals are removed, changed, or tampered with.

Warranty Entitlement

During the warranty period, Barco will, at its sole discretion, repair (on Barco's own or at a Barco certified service center) or replace (using new or refurbished replacement parts) any defect within a reasonable period and without invoicing the cost of repair or the replacement unit. The replaced product, parts and/or components shall become the property of Barco and shall, at our request, be returned to Barco, otherwise invoiced. Upon the request of the customer Barco can send a service engineer onsite to repair the product. The travel time and the travel and living expenses of the service engineer shall be payable by the customer in accordance with Barco's then applicable rates and procedures.

The warranty does not cover the costs of shipping, insurance, or transportation from the customer to Barco (or to a certified Barco service center). Additionally, any import duties, taxes, or related fees are the sole responsibility of the customer.

How to Obtain Standard Warranty Service

Use the steps outlined below to initiate the return of the product or part:

- (i) Contact Support:
Reach out to your Barco partner or the Barco Help Desk in your country or region. (Visit <https://www.barco.com/en/support>) for specific return and shipping instructions.
- (ii) Prepare and Ship the Product:
Ship the product to the address provided by Barco. Ensure it is properly packed in its original packaging to prevent damage during transport.
- (iii) Include the RMA Number:
Clearly mark the Return Material Authorization (RMA) number on the outside of the shipping box. Shipments without an RMA number will be refused. Use the RMA number as case reference in any subsequent correspondence
Backup Your Data: Before returning the product, make a backup of any customized data or configurations. During repair or replacement, products are reset to factory settings, and all custom data will be lost.

Other conditions:

1. Decontamination

If a Product is used in an area where it is exposed to contagions requiring decontamination, Buyer warrants that it shall, at its own cost, properly decontaminate the defective Product prior to returning it to Seller. In no event shall Seller be liable for any defects, failures, loss, or damage to the Product because of the decontamination process. Buyer is liable for any damage to Seller or Seller's property caused by the return of a contaminated or the failed or improper decontamination of a Product and shall hold Seller harmless and indemnify Seller from and against any damages, losses and expenses arising from the return of a contaminated Product or the failed or improper decontamination of a Product.

2. Service Charges/Repairs

Seller reserves the right to charge for all repairs not covered by the warranty. All replacement may be new, like new or refurbished and compatible with the revision level of the product. Applicable pricing is available at Seller's helpdesk and is subject to change without notice, from time to time at Seller's sole discretion. All repair work will be quoted; PO's, Credit Card, Wire Transfers for payment must be made before Barco will perform any repair work. Buyer shall respond to the quotation sent out by Seller within ten (10) business days: in the event that (i) no response is received within ten (10) business days, a storage fee equivalent of 50,00 EUR shall be charged by Seller for each week the defective Product is stored at Seller's repair facility; or (ii) no response is received within twenty (20) business days, Contact will be notified by last know method and Seller will return the defective Product to Buyer unrepaired, in which case Seller will not be liable for any defects, failures, loss of or any damage to the Product on its return.

3. Evaluation of Non-Defective Products

If, following an assessment at a Barco-certified repair centre, the product is found to be functioning correctly and not defective, the Buyer will be notified promptly.

In such cases, Barco reserves the right to charge the Buyer for:

- o All costs associated with the evaluation process
- o Packaging, transportation, and insurance expenses related to shipping the product
- o Any other applicable fees incurred during the handling of the product

These charges will be invoiced in accordance with Barco's then current service terms and conditions.

The remedies specified in this warranty document shall constitute customer's sole and exclusive remedy and Barco's sole and exclusive liability for Barco's breach of the warranty hereunder.

Product Specific Terms and Conditions of Warranty (Warranty Rider)

1. Diagnostic Imaging

Product Type	Warranty Period	Service Policy
CORONIS / MDCC-xxxx MAMMO (*) / MDMx-xxxx	60 months	Depot Repair or Swap (**); Help Desk; Service Contracts (see 8.5 / 8.6)
NIO / MDNX-xxxx	36 or 60 months (***)	Depot Repair or Swap (**); Help Desk; Service Contracts (see 8.5 / 8.6)

* Incl. Mammography & Tomography products

** Whether a swap or depot repair is applicable depends on the terms of the service contract. (see 8.5 / 8.6)

In the event of a warranty failure on graphics boards (MXRT or MXRV), the board will be covered by an advanced exchange (Depot Repair services do not cover graphical boards.)

*** Standard warranty for NIO models can vary depending on model and region. Please contact the Barco helpdesk to get the correct warranty information.

1.1 Backlight Luminance Output Warranty

Only Diagnostic Imaging products (Coronis/NIO) purchased on or after January 1, 2008, are covered by an additional warranty for backlight luminance output. This warranty guarantees that the luminance output will remain at the "factory calibrated luminance" level (1) for a specified number of runtime hours, which varies depending on the model of the Diagnostic Imaging product. This luminance warranty is valid for the same duration as the standard hardware warranty and does not exceed the standard warranty terms.

(1) *Factory Calibrated Luminance* refers to the luminance level at which a specific Diagnostic Imaging product is calibrated during manufacturing. This value, along with the applicable runtime hours, can be obtained from your local Barco office. It applies only to the native colour temperature of the LCD/LED panel.

1.2 Color Matching

Diagnostic Imaging products purchased as part of multi-head system configurations (up to quad-head) are matched by serial number and shipped with calibrated colour alignment. It is the responsibility of the buyer or end user to maintain the correct arrangement of the individual displays and ensure consistent usage patterns across the system. Failure to do so may result in premature colour drift of the optical stack. Please note that colour matching is only guaranteed at the time of initial delivery and is not covered under warranty thereafter.

1.3 Pixels – Optical artefacts

Each Barco display undergoes thorough inspection and validation before shipment to ensure compliance with pixel specification standards. These specifications may vary depending on the LCD panel's size and manufacturer, and any visible pixel or sub-pixel anomalies are assessed based on defined criteria.

If there are concerns regarding pixel uniformity or optical artefacts—such as blemishes or dust particles—an RMA (Return Material Authorization) can be initiated through the Barco Service Desk. The product may then be returned for evaluation. Exceptions are in place for devices MDMC-32133 (OneLook) and MDMC-12130 (Uniti) where the device is directly replaced when covered by contract. Barco's pixel and optical artefact policy determines whether the issue falls under warranty coverage. If the product is found to meet specification, it will be returned to the buyer. If it is found to be out of specification, Barco will repair or replace it at no cost to the buyer.

1.4 DPMS (Display Power Management System)

The Buyer is required to use the Product in conjunction with an intelligent Display Power Management System (DPMS), as specified in the user manual. This system should automatically activate a screensaver after a maximum of 5 minutes of inactivity and power down the display after no more than 20 minutes. These measures help prevent accelerated aging of the backlight components. The Buyer is fully responsible for configuring and maintaining the DPMS settings on both the display and the connected workstation. All associated liability rests solely with the Buyer.

2. Clinical Review Displays (Eonis)

Product Type	Warranty Period	Service Policy
MDRC-xxxx (all models)	36 months	Helpdesk; Advanced Exchange

3. Pathology Displays

Product Type	Warranty Period	Service Policy
MDPC-xxxx (all models)	60 months	Helpdesk; Depot Repair or Swap (*) (**); Service Contracts (see 8.5 / 8.6)

4. Surgical Imaging – Surgical Displays

Product Type	Warranty Period	Service Policy
MDSC-xxxx / MDVX-xxxx / MDxC-xxxx / MVxD-xxxx / MASC-xxxx /	36 months	Helpdesk; Depot Repair; Service Contracts (see 8.5 / 8.6)
AMMxxxxxx	24 months (*)	Helpdesk; Depot Repair; Service Contracts (see 8.5 / 8.6)
MDMX-xxxx	24 months	Helpdesk; Depot Repair; Swap(*); Advanced Parts Exchange(**);
MUIP-xxxx	36 months	Helpdesk; Depot Repair; Swap(*); Advanced Parts Exchange(**); Service Contracts (see 8.5 / 8.6)

(*) Some OEM models can have a deviation with regards to the warranty period

(**) Spare parts can be provided to repair/replace in the field

5. Surgical Imaging & Digital Operating Room

Product Type	Warranty Period	Service Policy
Video IP En-/Decoder & Transcoder MNA-xxx , MNT-xxx, MNA-xxx WallPlate Modules	24 months	Helpdesk; Depot Repair; Swap(*); Advanced Parts Exchange(**); Service Contracts (see 8.5 / 8.6)
Nexxis Compositor (MNC-xxx)	24 months	Helpdesk; Depot Repair; Advanced Parts Exchange(**); Service Contracts (see 8.5 / 8.6)

NexxisCube (MCC-xxx)	24 months	Helpdesk; Depot Repair; Advanced Parts Exchange(**); Service Contracts (see 8.5 / 8.6)
Nexxis Live (NRG-220)	24 months	Helpdesk; Depot Repair; Advanced Parts Exchange(**); Service Contracts (see 8.5 / 8.6)
Network Switches	12 months	Helpdesk; Depot Repair; Advanced Parts Exchange(**); Service Contracts (see 8.5 / 8.6)
SFP(+) modules	12 months	Advanced Exchange

(*) Depending on the product, standard service policy may be replacement under warranty

(**) Spare parts can be provided to repair/replace in the field

6. Interactive Patient Care:

Product	Period	Service Policy
Patient Bedside Smart Terminals	24 months	Helpdesk; Depot Repair; Advanced Parts Exchange(**); Service Contracts (see 8.5 / 8.6)
Mounting Solutions	24 months	Helpdesk; Depot Repair
Keyboard and Remote Products	24 months	Helpdesk; Depot Repair

(*) Depending on the product, standard service policy may be replacement under warranty

7. Software solutions (QA Web Enterprise; Nexxis; NexxisPlus; NexxisCare; NexxisLive; ...)

Reference is made to the End-User-License-Agreements for these specific software solutions. The Buyer is entitled to SW upgrades within 90 days after activation of the license or installation of the software. If Buyer wants to extend this period, Buyer will have to sign up on an EssentialCare SW contract.

8. Service Policy Definitions

8.1 Depot Repair (10 TAT; Economy shipment)

Barco provides repair services for hardware components covered. If Barco or an authorized technical support partner identifies a hardware failure or clear malfunction and issues a Return Material Authorization (RMA) number, the customer may return the affected part to Barco's designated service centre.

Upon receipt, Barco or a Certified Service Centre will repair or replace the product or part within a turnaround time (TAT) of 10 business days, starting from the day the item is received until shipment notification. The customer is responsible for shipping the item to Barco, at Customer's expenses. The repaired or replacement part will be returned via economy shipping, at Barco's expenses.

8.2 Helpdesk (during business hours)

Barco offers technical support via phone, email, and electronic channels, providing access to qualified support engineers who assist in resolving product-related issues. Phone support is available during specified hours, as listed on the Barco website, and follows the local time of the designated support centres. Support is provided Monday through Friday, excluding national and local holidays observed by Barco.

8.3 Swap

Provides replacement of covered failed hardware or parts, following receipt of defective product or part.

If Barco or Barco's service partner technical support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement part will be dispatched on the next business day with economy shipment after the defective product or part has been received at Barco or Barco's service partner. It may take several days to reach you. Customs delays may further affect the actual delivery time in certain regions. Customer will pay for the shipment of the failed goods (including packing, transport and insurance related) to Barco. The Customer shall pack the goods correctly to protect them from transport damage and properly back-up any data stored thereon., The one-way cost of packing, transport and insurance related to shipping a replacement part to customer shall be borne by Barco. Barco offers a replacement product or part.

8.4 Advanced Exchange - Advanced Parts Exchange

Provides accelerated replacement of covered failed hardware, pending return of the defective product or part (exchange at product level, where Advance Exchange entitlement applies; exchange of field replaceable spare parts where Advance Parts Exchange applies).

If Barco or Barco's service partner technical support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement product or part will be dispatched on the next business day with economy shipment regardless of whether the customer already returned the defective product or part to Barco or Barco's service partner. It may take several days to reach you. Customs delays may further affect the actual delivery time in certain regions. Customer will pay for the shipment of the failed goods (including packing, transport and insurance related) to Barco. The Customer shall pack the goods correctly to protect them from transport damage and properly back-up any data stored thereon., The one-way cost of packing, transport and insurance related to shipping a replacement part to customer shall be borne by Barco.

8.5 ExtendedCare *by contract only* (Extended Warranty – Free repair during contract)

Barco offers Extended Care contracts that prolong warranty support services for up to two additional years. These contracts maintain the same repair turnaround time (TAT) and shipping terms as the standard warranty.

Extended Care is available exclusively for Barco's EONIS display products.

For more details, please visit: <https://www.barco.com/en/services> > EssentialCare for diagnostic imaging > ExtendedCare

8.6 EssentialCare *by contract only* (Replacement Next Business Day Express shipment)

Barco's EssentialCare contracts offer premium support benefits, including faster issue resolution, access to support experts, advance replacement of defective devices instead of Depot Repair, covered transport costs, and access to software updates and upgrades. If Barco or an authorized technical support partner identifies a hardware failure and issues a Return Material Authorization (RMA) number, a replacement part will be dispatched, without prior reception of the defective part. The replacement will be shipped via express shipping and will leave Barco's warehouse no later than the next business day.

Essential Care is exclusively for Barco Surgical and Diagnostic imaging equipment (Coronis, Nio and Pathology display products).

For more information, visit: <https://www.barco.com/en/services>