
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.

What is covered / For how long?

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 on 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, repairs and purchased spare parts, a 3-month warranty applies, unless specified otherwise in the warranty rider below. 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.

What is not covered?

The warranty does not apply to consumables (lamps, liquids, filters, fans, batteries, 3D glasses, etc...) 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.

What we will do:

During the warranty period, Barco will, at its sole discretion, repair (at 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 free of charge. 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 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.

What we will not do:

Pay shipping, insurance, or transportation charges from you to us (Barco's own or a Barco certified service center), or pay any import fees, duties, and taxes.

What you must do to obtain the Standard warranty service:

Return the product or part using the following procedures:

- (i) Contact your Barco partner or Barco help desk in your country/region (visit <https://www.barco.com/support>) for specific return and shipping information;
- (ii) Label and ship the product to the address provided by Barco in your country/region. You shall pack the products correctly in the original packaging to protect them from transport damage and
- (iii) Place the necessary return material authorization number (RMA number) prominently on the outside of the box. Shipments not bearing an RMA number will be refused. Please ensure a backup of any customized data or configurations is made before returning the product for repair/replacement. During the repair or replacement process products are reset to their factory configurations and all customized data and configurations 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. No Fault Found

If the product is determined to "not be defective" after an evaluation in a Barco certified repair center the Buyer will be informed immediately. The cost of packing, transport, insurance related to shipping the product and all costs related to the evaluation may be invoiced to the Buyer.

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 (*)	60 months	Factory Repair (**); Help Desk; Service Contracts (see 9.3 / 9.4)
NIO	36 or 60 months (***)	Factory Repair (**); Help Desk; Service Contracts (see 9.3 / 9.4)

* Incl. Mammography & Tomography products

** In the event of a warranty failure on graphics boards (MXRT or BarcoMed), the board will be covered by an advanced exchange (no factory repair)

*** 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 after January 1st 2008 include an additional backlight luminance output warranty. The seller warrants the luminance output of the products in this category to maintain a "factory calibrated luminance" value (1) for a specific amount of runtime hours designated for each type of Diagnostic Imaging product model. The backlight luminance output warranty runs parallel to the standard hardware warranty period associated with that product; the length of coverage is not to exceed the standard terms in both cases.

(1): 'Factory Calibrated Luminance': is the luminance value that a specific diagnostic imaging product is calibrated at during the production process. This figure and associated runtime hours can be requested at your local Barco office and is applicable only for native color temperature of the LCD/LED panel.

1.2 Color Matching

Diagnostic Imaging products purchased in multi-head system configurations are paired by serial number and shipped color matched (up to quad-head configurations). Buyer/End User is responsible for maintaining the correct configuration of the individual heads and for the consistent usage patterns within a single multi-head system in order to avoid early color-drift of the optical stack. Color matching is not a condition of warranty beyond initial delivery.

1.3 Pixels – Optical artefacts

Every Barco display is carefully inspected and validated prior to shipment to ensure it meets the product pixel specifications. Pixel specifications can differ by LCD panel size, manufacturer and viewing pixel/sub-pixel anomalies are subject to specific criteria. Where there is a question regarding pixel uniformity or optical artefacts (blemish, dust particle), an RMA can be opened with the Barco Service Desk and the product returned to Barco for review and evaluation. The Barco pixel/optical artefact policy/criteria are applicable to define if the pixel non-uniformity or optical artefact is covered by warranty. Product found to be within specification will be returned to Buyer. Product found to be out of specification will be repaired or replaced by Seller at no cost to the Buyer.

1.4 DPMS (Display Power Management System)

Buyer shall use the Product in combination with an intelligent Display Power Management System (DPMS) which automatically activates a screensaver after max 5 minutes and turns off the display Product after max 20 minutes of inactivity as outlined in the user manual; this is to prevent the accelerated aging of the backlights. Buyer is responsible for the setup and maintenance of DPMS on both the display and the workstation connected to the display; all liability resides with Buyer.

2. Clinical Review Displays (Eonis)

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

3. Pathology Displays

Product Type	Warranty Period	Service Policy
MDPC-xxxx (all models)	60 months	Factory Repair; Help Desk; Service Contracts (see 9.3 / 9.4)

4. Surgical Imaging – Surgical Displays

Product Type	Warranty Period	Service Policy
MDAC-xxxx / MDFC-xxxx / MDSC-xxxx / MVCD-xxxx / MVGD-xxxx	36 months	Factory Repair; Help Desk
AMMxxxxxx	24 months (*)	Factory Repair; Help Desk
MDMX-xxxx	24 months	Factory Repair; Advanced Parts Exchange ^(**) ; Help Desk
MUIP-xxxx	36 months	Factory Repair; Advanced Exchange ^(*) ; Help Desk

(*) 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	24 months	Factory Repair; Advanced Exchange ^(*) ; Help Desk
Nexxis Compositor (MNC-xxx)	24 months	Factory Repair; Advanced Parts Exchange ^(**) ; Help Desk
Nexxis Integration Server (NIS-xxx)	24 months	Factory Repair; Advanced Parts Exchange ^(**) ; Help Desk
Nexxis Live (NRG-220)	24 months	Factory Repair; Advanced Parts Exchange ^(**) ; Help Desk
Network Switches	12 months	Factory Repair; Help Desk
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	Factory Repair; Advanced Exchange ^(*) ; Help Desk
Mounting Solutions	24 months	Factory Repair; Help Desk
Keyboard and Remote Products	24 months	Factory Repair; Help Desk

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

7. Software solutions (QA Web; 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 a Premium Service contract.

8. Service Policy Definitions

8.1 Return-to-Factory (RTF) (10 TAT; Economy shipment)

Provides repair of covered failed hardware parts. If Barco or Barco's partner technical support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, customer can return the part to Barco's designated service centre. Once received, Barco or Barco's Certified Service Centre will repair the product or part with a turnaround time (TAT) of 10 business days, starting from reception day at service centre, till shipment notification. The repaired or a replacement part will be returned with economy shipment. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.

8.2 Helpdesk business hours

Provides phone, mail or e-support access to technical support engineers who assist in solving issues. Phone support is available during predefined hours (as defined on the Barco web site) in the designated support centres' local time Monday to Friday, excluding national and local holidays observed by Barco.

8.3 ExtendedCare *by contract only*

Provides extension of the warranty support services up to two years, meaning the same repair TAT and shipping rules apply as under standard warranty. Extended Care contracts are only available for diagnostic imaging display products. An Extended Care contract for other products may be made available upon request, on a case-by-case basis. For more information, visit <https://www.barco.com/en/products/services>

8.4 EssentialCare (Next Business Day Express shipment) *by Contract Only*

Provides premium support through improved resolution time, upfront replacements, covered transport costs and access to software updates and software upgrades. If Barco or Barco's 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, without prior reception of the defective part. Replacement part will be shipped through express shipment and will leave Barco's warehouse no later than the next day. EssentialCare contracts can differ per region, contact your local Barco certified partner to check your regions eligibility. EssentialCare contracts are only available on Barco surgical & diagnostic imaging equipment. An EssentialCare contract for other products may be made available upon request, on a case-by-case basis. For more information, visit <https://www.barco.com/en/products/services>