



Service Contract

Facility name: _____
address: _____
city, state, zip: _____ **country:** _____
Model: _____
S/Ns: _____

Service Period

One year term beginning _____. Service contract price is \$ _____
(to be determined by system components). If the loaner equipment option is elected the price is \$ _____.

What is covered and what is not covered

Except as specified below, this service contract covers parts and labor for all defects in materials and workmanship in this product excluding accessories. The service contract also includes free software upgrades and a 15% discount on the purchase of accessories.

Accessories include batteries, ECG electrodes, respiration cradles, respiration pillows, extension cables, temperature and pressure probes.

How to obtain service

1. If your system needs service during the service period, contact SA Instrument's Service Department at service@i4sa.com or (631) 689-9408. A service representative will provide technical support and help in diagnosing the failure.
2. In the event your system or part of your system needs to be returned for repair, the service representative will identify the closest repair facility and assign a return material authorization number (RMA). Defective components should be shipped freight and insurance prepaid to the repair facility. If necessary repairs are covered by the service contract, return ground shipment and insurance will be prepaid by SA Instruments, Inc. Let the service representative know if you require overnight shipment.

Optional loaner equipment provision

If this provision is in effect, SA Instruments will ship loaner equipment same day in the event it is necessary for your system or part of your system to be returned for repair. Loaner and repaired equipment will be shipped to your facility by overnight carrier, standard overnight shipping and insurance prepaid by SA Instruments. The facility agrees to return defective or loaner equipment by overnight carrier, standard overnight shipping and insurance prepaid, to the SA Instrument's repair facility the same day or the next business day following receipt of a service shipment. In the event the facility does not return equipment by the next business day, a rental charge may apply.

The following are not covered by the service contract:

1. Personal Computer (the PC manufacturer's service agreement applies).
2. Hardware upgrades.
3. Damage to or deterioration of the external cases.
4. Any module which has been altered or on which the serial number has been defaced, modified or removed.
5. Damage, deterioration or malfunction resulting from:
 - A. Accident, misuse, abuse or neglect;
 - B. Failure to follow instructions supplied with the product;
 - C. Shipment of the product (claims should be presented to the carrier);
 - D. Repair or attempted repair by anyone not authorized by SA Instruments, Inc. to repair this product;
 - E. Causes other than product defects, including lack of technical skill, competence or experience of the user.

Who may enforce the service contract

This service contract may be enforced by the original purchaser or to the present owner if the service contract has been properly transferred (contact SA Instruments, Inc.).

What we will pay for

We will pay all labor and material expenses for items covered by the service contract.

Limitation of liability and exclusion of implied warranties

Service terms:

1. SA Instrument's liability for any defective product is limited to repair or replacement of the product, at SA Instrument's option. No one is authorized to assume any greater liability on SA Instrument's behalf. SA Instruments, Inc. shall not be liable for damage to other products caused by any defects in SA Instrument's products, damages arising out of loss of use, loss of revenue or profits, or any other damages, whether incidental, consequential or otherwise.
2. All terms and conditions of this agreement and those specifically incorporated herein by reference constitute the entire agreement between the parties. There are no warranties expressed or implied, or merchantability, fitness for a particular purpose, or otherwise, except as set forth in this agreement.

Loaner equipment option to be included (circle one):

yes no

Accepted by facility:

signature of authorized representative

date

print name and title