

Section 12

Service and Warranty

This section describes the warranty and service aspects of the CAREpoint workstation.

12.1 Service and Repair

If, after following the General Troubleshooting guide, the problem cannot be corrected or it is determined that the CAREpoint requires service, contact General Devices and please have the following information ready:

- ✓ Model number
- ✓ Serial number
- ✓ Description of problem, be specific & include all symptoms and conditions
- ✓ Results of following the Troubleshooting Guide

The CAREpoint contains no field serviceable parts. Hardware repairs are made by replacing or exchanging peripherals, modules, assemblies or circuit boards.

❑ Support/Service Hours:

Factory technical telephone support is provided during normal business hours Monday through Friday, from 9:00 AM to 5:00 PM EST.

After hours factory telephone tech support coverage may be provided for warranty or extended warranty service on a call back basis, and may not be available at all times. Direct factory services are NOT available beyond regular business hours.

❑ Contact Information:

General Devices
1000 River St.
Ridgefield, NJ 07657
Attn: Service Department

Phone: (201) 313-7075
Fax: (201) 313-5671
e-mail: support@general-devices.com
Internet: www.general-devices.com

❑ Obtaining Replacement Parts

Replacement parts may be obtained directly from the factory. Parts will only be shipped during regular business hours, utilizing common carriers. Requests for replacement parts must be received by 2:00 PM for same-day shipment (subject to availability). Warranty replacement parts will be shipped for next-day delivery (where possible) at factory expense. The customer is responsible for shipping of exchange items back to the factory. A valid purchase order number and hard copy order is required for non-warranty parts orders.

❑ Returning Materials To Factory

A Returned Materials Authorization number (RMA) must be obtained from the service department and marked on the outside of any package to be sent to the factory for service. Packages received without an RMA number may be rejected.

12.2 Warranty Policy

❑ Items Covered by Warranty

The General Devices' CAREpoint workstation is warranted against all defects in parts and workmanship for one year from date of delivery. General Devices will repair or replace any unit or part which it deems defective, provided it is within the warranty period and proper use and maintenance procedures have been followed as prescribed in this manual. General Devices does not warrant that the operation of the software, firmware or hardware shall be uninterrupted or error free. The warranty provides replacement parts and factory labor, F.O.B. Ridgefield, New Jersey. All warranty labor is performed at the factory. On-site (qualified) labor must be provided by the customer or their agent unless prior contractual arrangements have been made.

❑ Customer Provided Labor

The use of customer provided (in-house or outside) service agents (such as Info-Tech, Biomedical or local radio service) for on-site maintenance or service labor will not void the warranty provided; the agent is qualified for the scope of the task, performs the maintenance or service in accordance with procedures described in the manual or under the guidance of General Devices' technical support, and operates within standard practices for similar work.

❑ Software / Firmware Updates

During the warranty period (original or extended), all applicable software and firmware updates are provided at no cost (does not include special or custom items). The customer is responsible for providing labor for installation of updates.

❑ Items Not Covered by Warranty

On-site maintenance or service labor is not included with the standard warranty, and must be provided by the customer or their agent, unless prior contractual arrangements have been made with the factory. The customer is responsible for shipping of exchange items back to the factory.

General Devices or its agents are not responsible for any problems related to non-General Devices supplied equipment as well as connections to unauthorized equipment. Defects resulting from; mishandling, misuse, unauthorized modification, improper maintenance, improper site preparation or maintenance, improper power source, lightning strikes or other natural disaster, fire, water damage, etc., are not covered by this warranty. Periodic maintenance, testing and inspections are not provided for under warranty.

❑ Other Warranty Terms and Conditions

No other party is authorized to make any other warranty, or to assume any liability for General Devices' products. No other warranty, either expressed or implied, will be recognized.

❑ Non-Warranty Service

Non-Warranty service is provided by General Devices at its current hourly rate (contact factory for current service rates). Work performed on factory premises is billed for actual bench time and materials, plus shipping and handling.

Factory on-site service may be available in some areas and must be scheduled at least one week in advance and will be billed for at the current hourly rate (portal-to-portal), travel expenses and materials.

❑ Warranty Extensions

Single or multi-year warranty extensions are available for purchase, provided the warranty (original or extended) is in effect. In some cases, extended warranties may be available after the warranty (original or extended) has expired, however penalties may apply. Contact General Devices for more information on extended warranties.