



INSIDE ENDOSCOPE

1. FARO S.p.A.

GUARANTEE CERTIFICATE

* *Applicable to direct purchases from Faro or from non-UK accredited dealerships*

FARO offers the final customer **12 month** guarantee starting from the date of purchase. Repairs under guarantee must be performed at FARO; expenses and transport risks are at the risk of the purchaser.

Repair under guarantee is considered valid only when:

- All sections of the certificate (found in the manual) have been filled in and sent in advance to FARO by fax (0039 30 601 0540)

The guarantee covers faults due to the bad quality of the material or manufacturing defects; in the case of valid claims, the guarantee covers free repair or replacement. Claims for damages and / or interest are excluded.

The claim is not considered valid, at the sole discretion of FARO, if the fault is due to tampering, damage, incorrect use, improper maintenance and normal wear and tear.

2. PHOENIX AV SOLUTIONS LTD

EXTENDED WARRANTY CERTIFICATE

* *Applicable to direct purchases from Phoenix AV or Phoenix Accredited Dealers.*

Phoenix covers our clients and those INSIDE systems purchased via Phoenix Accredited Dealers as above and with a free extended warranty as follows (*UK mainland only*)

a. Inclusive Cover

- 24 months warranty starting from date of installation.
- Free onsite support and repairs for defaults occurring due to manufacturing or material defects.

b. Non Inclusive Cover

- Faults due to tampering, damage, incorrect use, improper maintenance and normal wear and tear. In such incidents, Phoenix will charge a £ 250 + vat call-out fee plus parts.
- Claims for damages / interest or lost business as a result of defects (*referred to FARO*).

c. Extended Warranty

- The above warranty can be extended to 36 and 48 months at an extra fee.

d. Support Request

- Both electronic and pdf support request forms are available on-line at www.phoenix-andoscope.co.uk



24 MONTH WARRANTY DETAILS

1. Establishment:
2. Name: 3. Surname:
4. Address:

5. System Version:
6. Serial No: SN
7. Date of Purchase:
8. Date of Install:
9. Installation Engineer:
10. Warranty Dates: From To:
11. Undersigned by:

***Keep this document safe
– it is your record of warranty cover with faro and Phoenix AV Solutions***