

Diagnostic X-Ray (DXR) Systems & Mobile Radiography Systems Product-Specific Warranty (Rev 27)

This Product-Specific Warranty Statement applies to the Product Family/Product Line identified below and is incorporated into, and forms part of, the applicable Philips quotation, order documentation, and the Philips General Terms and Conditions of Sale and Software License (the “Conditions of Sale”). **For the Products covered by this Product-Specific Warranty Statement, this Product-Specific Warranty Statement applies in lieu of the default product warranty provisions in the Conditions of Sale.** Except as expressly stated in this Product-Specific Warranty Statement, the Conditions of Sale remain unchanged and continue in full force and effect.

1. Covered Products

- 1.1 This Product-Specific Warranty Statement applies only to the following Philips products, as identified in the applicable quotation, order, or product schedule (collectively, the “Covered Products”).
- 1.2 Product Category/Family: DXR
- 1.3 Included Components/Accessories: SkyPlates
- 1.4 Excluded Components/Accessories
For clarity, this Product-Specific Warranty Statement does not apply to:
 - 1.4.1 Subscription Services or hosted / SaaS offerings;
 - 1.4.2 services sold under a separate service agreement;
 - 1.4.3 third-party products, software, or services, except as expressly stated below;
 - 1.4.4 consumables or disposables, except as expressly stated below; or
 - 1.4.5 any products not expressly identified as Covered Products.

2. Definitions

Capitalized terms not defined here have the meanings given in the Conditions of Sale. For purposes of this Product-Specific Warranty Statement:

- 2.1 “Accessory” means an item intended for use with a Covered Product but that is not itself the primary capital equipment or stand-alone Software.
- 2.2 “Documentation” means Philips’ user manuals, instructions for use, release notes, and published technical or functional specifications made available by Philips for the applicable Covered Product.
- 2.3 “Embedded Software” means Software supplied as part of a Covered Product and required for operation of that Covered Product, unless separately itemized or separately licensed.
- 2.4 “Hardware Product” means a tangible Covered Product identified in Section 1.
- 2.5 “Software” means Philips software licensed as or for the Covered Product, whether stand-alone or embedded.
- 2.6 “Warranty Start Date” means the date determined under Section 5.

3. Warranty Structure

The warranty applicable to the Covered Products is as follows:

- 3.1 Hardware Products
 - 3.1.1 Philips warrants that each Hardware Product, under normal use and service and when used, handled, stored, and maintained in accordance with the Documentation, shall during the applicable warranty period:
 - 3.1.1.1 be free from material defects in materials and workmanship; and
 - 3.1.1.2 materially conform to Philips’ applicable published specifications in the Documentation.
- 3.2 Software
 - 3.2.1 Philips warrants that covered Software, when properly installed and used in accordance with the Documentation, shall during the applicable warranty period perform in material conformity with the applicable Documentation.
- 3.3 Embedded Software
 - 3.3.1 Embedded Software is warranted as part of the applicable Hardware Product and is subject to the same warranty period as that Hardware Product.

4. Warranty Period

- 4.1 The warranty period for the Covered Products is:

Covered Product Category	Warranty Period
Hardware Products	12 months except as noted below for tubes and detectors
Embedded Software	same as hardware
SRO X-Ray Tubes	The shorter of 24 months after installation or 26 months after date of shipment from Philips

- 4.2 Unless otherwise expressly stated above, replacement parts furnished under warranty are covered for the longer of:

- 4.2.1 the remainder of the original applicable warranty period; or
- 4.2.2 90 days from repair, replacement, or installation.

5. Warranty Start Date

Unless otherwise stated in the quotation or product schedule, the Warranty Start Date is:

- 5.1 Installed Hardware
 - 5.1.1 For Hardware Products installed by Philips, the Warranty Start Date is the date of Customer's receipt of the Product as evidenced by the proof of delivery and further provided that the warranty shall be tolled until completion of installation or first clinical use, whichever occurs first.
- 5.2 Non-Installed Hardware
 - 5.2.1 For Hardware Products not installed by Philips, the Warranty Start Date is the date of Customer's receipt of the Product as evidenced by the proof of delivery.
- 5.3 Stand-alone Software
 - 5.3.1 For stand-alone Software, the Warranty Start Date is upon delivery.

6. Philips' Warranty Remedies

- 6.1 If Customer provides Philips written notice of a valid warranty claim during the applicable warranty period, and provides Philips reasonable access to the affected Covered Product, Philips shall, at its option:
 - 6.1.1 repair the nonconforming Covered Product;
 - 6.1.2 replace the nonconforming Covered Product or component with new, remanufactured, or functionally equivalent product or part;
 - 6.1.3 re-perform any nonconforming warranty service included with the sale of the Covered Product;
 - 6.1.4 correct, replace, or provide a workaround for nonconforming Software; or
 - 6.1.5 if Philips is unable to cure the nonconformity within a reasonable period, refund the price paid for the nonconforming Covered Product or affected portion thereof, against return of the Covered Product if requested by Philips.
- 6.2 Replacement parts may be new, remanufactured, or equivalent in performance to new.
- 6.3 **These remedies are Customer's exclusive remedies and Philips' sole liability for breach of warranty.**

7. Warranty Service Modality

- 7.1 Warranty service may be provided by Philips on-site, remotely, by depot repair, by exchange replacement, or by other service method determined by Philips based on the applicable Covered Product and issue.
- 7.2 Unless otherwise expressly stated:
 - 7.2.1 warranty labor and replacement parts are included during Philips' normal service hours;
 - 7.2.2 service outside Philips' normal service hours may be billable at Philips' then-current rates; and
 - 7.2.3 removed or replaced parts become Philips' property unless otherwise required by law.

8. Customer Conditions to Warranty Coverage

As conditions to warranty coverage, Customer shall:

- 8.1 use the Covered Products in accordance with the Documentation and applicable law;
- 8.2 maintain the site, utilities, operating environment, and environmental conditions required by Philips;
- 8.3 perform routine operator maintenance and care identified in the Documentation as Customer responsibility;
- 8.4 not permit unauthorized repair, service, modification, relocation, remanufacture, or alteration;
- 8.5 maintain reasonable backup, recovery, and cybersecurity protections, where applicable;
- 8.6 install or permit installation of safety-related updates, corrective actions, or required fixes made available by Philips; and
- 8.7 provide Philips timely physical and/or remote access reasonably necessary to diagnose and resolve warranty claims.

9. Exclusions

- 9.1 Unless expressly stated otherwise in this Product-Specific Warranty Statement, this warranty does not apply to any defect, nonconformity, or failure resulting in whole or in part from:
 - 9.2 misuse, abuse, neglect, accident, improper handling, improper storage, improper transport, improper installation, or improper operation;
 - 9.3 use contrary to the Documentation or for a purpose, configuration, or environment not intended by Philips;
 - 9.4 customer- or third party-supplied equipment, software, interfaces, accessories, utilities, networks, or infrastructure;
 - 9.5 unauthorized modification, repair, calibration, maintenance, service, remanufacture, or relocation;
 - 9.6 failure to maintain required site or operating conditions;
 - 9.7 viruses, malware, cyber incidents, or unauthorized access not caused by Philips' breach of its express obligations;

- 9.8 failure to maintain required backups or failure to follow Philips guidance regarding updates, security, interoperability, or operating environment;
- 9.9 normal wear and tear, cosmetic damage, or routine replacement items;
- 9.10 use outside the country of original delivery unless Philips expressly agrees otherwise;
- 9.11 any cause external to the Covered Product or beyond Philips' reasonable control; or.

10. Special Rules for Certain Items

- 10.1 Diagnostic X-ray Tubes on Mobile Systems
 - 10.1.1 Tubes received by Philips under this warranty that are found to meet all test specifications will be returned to the Customer and the warranty will continue as of the original date of installation.
 - 10.1.2 Transportation charges and risk of loss, both ways, of returned or replaced tubes shall be at the expense of the Customer.
- 10.2 SRO X-Ray Tube Warranty Exclusions
 - 10.2.1 The above warranty shall not apply to SRO X-Ray Tubes installed outside the United States and Canada. Any replacement tube would have a warranty period equal to the balance of the warranty period left on the tube replaced.
- 10.3 Skyplate Detector
 - 10.3.1 For a Skyplate Detector: if 1 or more heavy shock is recorded; or if 3 or more medium shocks are recorded; and For a Wireless Portable Detector (WPD): if either shock sensor is tripped.
 - 10.3.2 Philips does not cover damage to wireless detectors caused by liquid ingress; please use detector bags to protect your detector.
 - 10.3.3 The packing of the replacement detector must be reused to return the original detector.
 - 10.3.4 The questionnaire must be filled out to reference the System and the problem.
 - 10.3.5 Transportation charges and risk of loss, both ways, of returned or replaced detector shall be at the expense of the Customer.
 - 10.3.6 Also see Section 10, Special Rules.
- 10.4 SkyPlate coverage. Each year if one SkyPlate requires replacement due to failure or accidental damage, then Philips will replace such SkyPlate. If any additional SkyPlates require replacement due to failure, Philips will repair or replace accordingly. If additional SkyPlates require replacement due to accidental damage, Philips will provide such replacement at standard list price.
- 10.5 Consumables/Disposables – N/A
- 10.6 Refurbished / Used Products – N/A
- 10.7 Third-Party Products
 - 10.7.1 Third-party products, software, or services supplied by Philips are not warranted by Philips except as expressly stated here: To the extent assignable, Philips may pass through available third-party warranties.

11. Software Clarifications

- 11.1 Unless expressly stated otherwise in this Product-Specific Warranty Statement:
- 11.2 Philips does not warrant that Software will operate uninterrupted or error-free;
- 11.3 Philips does not warrant that all non-material defects will be corrected;
- 11.4 updates, upgrades, new releases, added functionality, interoperability work, implementation services, data migration, operating-system support, or professional services are not included in product warranty unless expressly included in the quotation or this Product-Specific Warranty Statement; and
- 11.5 customer remains responsible for backup, recovery, and customer-network security except to the extent expressly assumed by Philips elsewhere in writing.

12. Claims Procedure

To make a warranty claim, Customer must:

- 12.1 notify Philips in writing during the applicable warranty period and within a reasonable time after discovery of the issue;
- 12.2 provide reasonably sufficient detail to permit Philips to understand and investigate the claimed nonconformity;
- 12.3 follow Philips' service, return, and access procedures; and
- 12.4 where requested, return replaced Covered Product or parts to Philips.

13. Disclaimer

- 13.1 EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH IN THIS PRODUCT-SPECIFIC WARRANTY STATEMENT, PHILIPS DISCLAIMS ALL OTHER EXPRESS, IMPLIED, STATUTORY, OR OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.**