

Warranty Terms

1. All items sold by Ortus Technology Limited, referred to as Ortus, will automatically carry the manufacturer's standard warranty period.
2. The standard warranty period will become active at the point of despatch from Ortus, inclusive of device, components and accessories.*
3. Any extended Warranty must have been purchased upfront with the device and paid in full. No advanced warranty can be subsequently purchased.
4. All parts purchased separately from device sales will carry the standard OEM warranty terms.
5. All parts replaced within (inside) devices subject to extended warranty terms will inherit the extended warranty terms of the device, or carry its own OEM standard warranty, whichever is longer.
6. For warranty to remain valid, all items must be an OEM-approved accessory or consumable.
7. Non-OEM accessories or consumables used on OEM approved modules/ components invalidate the warranty for the whole feature chain (e.g. non-approved SpO2 sensors invalidate warranty on Masimo SpO2 modules, and/or unapproved paper invalidates printer warranty)
8. For warranty to remain valid, all servicing/ repairs must have been undertaken by an OEM or Ortus-approved servicing department. All servicing/ repairs must be fully documented within a Medical Device database and/or QMS and available for review as part of standard Service Partner Quality Audits.
9. Where those requesting warranty replacements are approved Service Partners, Ortus will provide replacement parts under warranty only. The approved Service Partner will fulfil all labour requirements.
10. For those requesting warranty replacements where Ortus undertakes service and repair directly, Ortus will cover labour costs, depending on the specific warranty agreement.
11. Any additional engineering services requested will only be carried out at Ortus' discretion and will incur charges in-line with current pricing for both parts and labour.
12. All RMAs must be processed in accordance with the Claims Process described below and all components subject to the RMA process must be returned to Ortus in ESD compliant packaging where applicable.
13. Where warranty claims are rejected, transport costs for delivery and collection will be billable to the customer.

14. Ortus will schedule warranty work at its earliest convenience, based on the standard timelines outlined below in the warranty Claims Process

15. Where Ortus are only supplying warranty parts, we will endeavour to get these sent out 48hrs after approval, depending on stocking.
16. Where required, Ortus reserves the right to repair non-warranty issues to test and confirm warranty work has been completed. Non warranty work will be billable at the prevailing rates.
17. Where a full Safety Technical Test is undertaken on a device, Ortus reserve the right to charge a service fee, at the prevailing rate.
18. Loan devices, if required, will be billable unless contractually stated otherwise.

Warranty Exclusions

1. Parts/components subject to damages resulting from misuse or mishandling and any associated labour hours will be exempt from the standard and extended warranty periods and fully billable.
2. Any repairs or alterations to devices or parts/components performed by unauthorised personnel will void standard and extended warranty periods.
3. All device accessories and consumables are only covered by OEM standard warranty terms. Extended warranty does not apply to accessories and consumables.
4. The warranty excludes damages which are caused by but not limited to:
 - a. non-compliance with the operating instructions;
 - b. handling errors;
 - c. incorrect use or incorrect treatment;
 - d. use of non-recommended cleaning agents;
 - e. repairs or modifications by external persons who are not authorized by Ortus Technology Ltd.
 - f. combination with other products not authorized by the relevant manufacturer/OEM.
 - g. force majeure, such as e.g. excessive voltage, lightning and accidents;
 - h. transport damages as a result of incorrect packaging of the products during return transport to Ortus Technology Ltd;
 - i. failure to carry out maintenance required in accordance with the instruction manual;
 - j. failure to use OEM-supplied spare parts;
 - k. Components returned in non-ESD compliant packaging where applicable.

Claims Process

1. Customers who wish to submit a warranty claim must complete and submit an Ortus RMA Form within the designated warranty period. Any claims with missing or incorrect information will be rejected.
2. Only one warranty claim per RMA form can be made. Multiple requests on one RMA form will be rejected.
3. Ortus will respond within 5 working days to confirm or reject RMA submission, based on the information provided.
4. Ortus will arrange collection of device and/or item within a further 5 working days, to be scheduled for warranty work to be undertaken within a subsequent 20 working days.
 - a. Where the RMA claim is made by an approved Service Partner, Ortus will provide the replacement part to the Service Partner to undertake the work
 - b. In the event that the warranty part in question is inside a device, the approved Service Partner will undertake root cause analysis to determine fault location and RMA the specific item in question.
 - c. If Ortus provide servicing and repair for the submitting customer, we will send a replacement item or arrange collection of the device to undertake the warranty replacement, as required, depending on the warranty agreement.
5. Whilst Ortus will endeavour to complete warranty (or provide a warranty item) work in a timely manner, and in line with the above, we reserve the right to extend timeframes as required.
6. Ortus reserves the right to conduct a thorough assessment of the device or part/component to determine the validity of the warranty claim before proceeding with a replacement. This will include but is not limited to:
 - a. Visual examination
 - b. Review of device engineering records
 - c. Functional testing of the reported device/system
 - d. Cross-reference of serial/lot/revision numbers
7. All warranty claims must be submitted within the warranty period. Claims submitted after this period may be rejected at Ortus' discretion, regardless of the warranty status of the item. It is the responsibility of the customer or approved Service Partner to ensure timely submission to avoid invalidation of the claim.

