

# DTG Medical Electronics Inc.

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## DTG Medical Electronics Warranty Document for Reusable SpO<sub>2</sub> Sensors

### Warranty Period

DTG Medical Electronics ("DTG") provides a limited warranty for its reusable SpO<sub>2</sub> sensors for a period of one (1) year from the original purchase date. During this period, DTG warrants that the sensor will be free from defects in materials and workmanship, under normal and intended use, as specified below.

### What is Covered

Under this warranty, DTG will repair or replace, at its discretion, any reusable SpO<sub>2</sub> sensor that is found to be defective due to:

- 1. Manufacturing Defects:**  
Faults or defects resulting from the manufacturing process, including issues with materials, components, or assembly that impact the sensor's accuracy, functionality, or reliability.
- 2. Malfunction During Normal Use:**  
Any sensor malfunctions occurring during standard use, as specified in the product's user manual, that are not due to external causes (see "What is Not Covered" section below).
- 3. Replacement of Faulty Parts:**  
Replacement of defective components due to manufacturing flaws or faulty parts. This includes any internal components such as wiring or connectors that fail within the warranty period under normal use.

### What is Not Covered

This limited warranty does not cover:

- 1. Physical Damage from Mishandling:**  
Physical damage, such as cracks, breaks, frays, or other signs of damage caused by dropping, impacts, excessive bending, or misuse.
- 2. Normal Wear and Tear:**  
Gradual wear resulting from standard use, including worn cables, faded connectors, or diminished sensor function due to natural aging.
- 3. Exposure to Fluids or Extreme Environments:**  
Damage from exposure to liquids, extreme temperatures, or other environments outside of USA healthcare operations.
- 4. Unauthorized Repairs or Modifications:**  
Any repairs, modifications, or alterations made by unauthorized personnel or third parties. Opening or attempting to repair the sensor without DTG authorization voids this warranty.

5. **Damage from Improper Cleaning:**

Any damage resulting from cleaning methods or products that do not align with the recommended guidelines provided by DTG, including the use of harsh chemicals or abrasive materials.

6. **Electrical Surges:**

Damage due to electrical surges or improper connection to incompatible devices or power sources.

**Warranty Claims**

To make a warranty claim, please contact DTG's customer service with proof of purchase, a detailed description of the defect, and, if possible, photographs of the affected sensor. If DTG determines the product qualifies for warranty service, it will provide instructions for the return, repair, or replacement of the defective item.

**Limitation of Liability**

DTG shall not be liable for any indirect, incidental, or consequential damages arising from the use or inability to use the product, even if advised of the possibility of such damages. DTG's liability under this warranty shall be limited solely to the repair or replacement of the reusable SpO<sub>2</sub> sensor, at DTG's discretion.

**Final Notes**

This warranty is exclusive and in place of all other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose. The terms of this warranty are governed by the laws of the state in which the product was purchased.

**Contact Information**

For all inquiries and claims, please contact DTG Medical Electronics Customer Support:

- **Phone:** 913-839-9620
- **Email:** admin@dtgmedical.com
- **Address:** 8325 Melrose Drive Lenexa, KS.66214