



## EIZO MEDICAL MONITOR WARRANTY PROCEDURE

UK and Ireland

**Was the EIZO monitor purchased less than 21 days ago (3 calendar weeks)?**

**Yes - Go to point 1**

**Or**

**Was the EIZO monitor purchased more than 21 days but is still within warranty?**

**Yes - Go to point 2**

### **1. 21 Day Warranty**

**In the event an EIZO monitor develops a fault within 21 days (3 calendar weeks) from date of sale, according to the initial EIZO Invoice, the monitor is covered under the DOA (Dead on Arrival) swap-out cover. This cover allows for a new EIZO monitor to replace the faulty unit.**

#### **Please follow subsequent procedures:**

- a. The owner shall report the fault, within the 21 days, to the EIZO Customer Support Department via email to [technicalsupport@eizo.co.uk](mailto:technicalsupport@eizo.co.uk), giving detailed description of fault, return address (including department), contact name and telephone number and unit serial number
- b. The EIZO DOA Agreement Form must be completed and signed by owner to the effect that should any damage (other than the reported fault) be sustained e.g. a scratched screen, then a charge may be incurred for repair or against the replacement. The process will not commence before our receipt of this signed form
- c. We will arrange collection of faulty goods
- d. A Return Authorisation Number (RAN) and Returns address will be provided – which must be clearly marked on all returned goods
- e. The unit must be packed securely in its original box along with ALL cables and accessories. In the event that not all pieces are returned, a charge may be incurred. New cables will be delivered with the new monitor
- f. Calls received before 16.30 will be serviced during the next working day. Calls received after 16:30 will be carried over
- g. Faulty monitors will be collected from site following the delivery of the new monitor



**2. 3 & 5 year On-site warranty service (available on any EIZO Medical monitor purchased From 30<sup>th</sup> July 2007)**

**In the event an EIZO monitor develops a fault and is no longer subject to the DOA Swap out procedure above, yet is covered by its 3 & 5 year warranty, the EIZO On-Site service applies. This cover allows for a "Double Swap", with the provision of a loan monitor whilst the faulty unit is being repaired**

**Please follow subsequent procedures:**

- a. The owner shall report the fault, to the EIZO Customer Support Department via email to [technicalsupport@eizo.co.uk](mailto:technicalsupport@eizo.co.uk) giving detailed description of fault, address (including department), contact name and telephone number and unit serial number
- b. The EIZO On-Site Warranty Loan Form must be completed and signed by owner to the effect that the responsibility for any damage to the loan monitor whilst on-site is accepted. The process will not commence before our receipt of this signed form
- c. EIZO will arrange for a loan monitor to be issued and the faulty unit be collected by a contracted specialist partner.
- d. We will remove the faulty unit from the desk and install the loan unit, using the existing cabling
- e. A signature will be obtained from hospital contact to the effect that the loan is seen working correctly. Our engineer must be accompanied by a hospital staff member.
- f. The faulty unit will be securely packed and returned to EIZO for repair
- g. If a loan monitor is NOT required, EIZO will arrange collection of the faulty unit. If necessary, EIZO will provide a suitable box for its return. Cables and accessories will not be required to be returned
- h. Once repaired the above process will be reversed. EIZO will arrange suitable delivery times for both Equinox and the hospital – to allow minimum disruption to the hospital and its patients
- i. If our engineer is unable to make contact with the hospital staff member on both collection and delivery – a charge of £45 will be incurred
- j. All calls must be received before 15.45 to ensure next working day delivery. Calls received after 15.45 will be carried over

**NB. In the event of a faulty unit which is one of a "Matched Pair"**

If the fault is deemed to be a screen fault then BOTH units of the 'Matched Pair' will require a screen change to preserve the 'matched pair' status. However, if the fault is not connected to the screen e.g. a power supply fault, then ONLY the faulty unit is needed for repair – further details of this will be given when the call is logged with EIZO

## **Additional Notes**

Equinox is not permitted to operate any PC/Server whilst on site and will merely connect and operate the monitor

The following EIZO monitors are covered by the 5 year EIZO On-site warranty service:

**RadiForce GS520<sup>1</sup>**  
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**RadiForce RX320<sup>6</sup>**  
**RadiForce RX211<sup>4</sup>**  
**RadiForce RX220<sup>4</sup>**  
**RadiForce RS110<sup>5</sup>**  
**RadiForce RS210**  
**RadiForce GX320<sup>1</sup>**  
**RadiForce GS320<sup>1</sup>**  
**RadiForce GX220<sup>1</sup>**  
**RadiForce GS220<sup>1</sup>**  
**FlexScan S2411W-M<sup>2</sup>**  
**FlexScan S2100-M<sup>2</sup>**  
**FlexScan S1910-M<sup>2</sup>**  
**FlexScan MX210<sup>2</sup>**  
**FlexScan MX220<sup>2</sup>**  
**FlexScan MX191**  
**FlexScan MX190<sup>2</sup>**  
**FlexScan MX240W**  
**FlexScan MX300W**

The following EIZO monitors are covered by the 3 year EIZO On-site warranty service:

**RadiForce GS510<sup>3</sup>**  
**RadiForce GS310<sup>3</sup>**  
**RadiForce G22<sup>3</sup>**  
**RadiForce G21<sup>3</sup>**  
**RadiForce G20<sup>3</sup>**  
**RadiForce G11<sup>3</sup>**  
**RadiForce G33<sup>3</sup>**  
**RadiForce R31<sup>3</sup>**  
**RadiForce RX210<sup>3</sup>**  
**RadiForce R22<sup>3</sup>**  
**RadiForce R12<sup>3</sup>**  
**RadiForce ES240W<sup>3</sup>**

1 The RadiForce monitors shall be free from defects in material and workmanship for a period of five years from the date of purchase. The warranty period for the LCD panel and backlight is limited to five years, but subject to the usage time being 40,000 hours or less from the date of purchase

2 The MX Series monitors shall be free from defects in material and workmanship for a period of five years, but subject to the usage time being 30,000 hours or less from the date of purchase. The warranty period for the LCD panel and backlight is limited to five years or the 30,000 hours stated above from the date of purchase

3 The RadiForce monitors shall be free from defects in material and workmanship for a period of three years from the date of purchase. The warranty period for the LCD panel and backlight is limited to three years but subject to the usage time being 20,000 hours or less from the date of purchase for monochrome monitors and 10,000 hours or less from the date of purchase for colour monitors

4 The monitor shall be free from defects in material and workmanship for a period of five years from the date of purchase. The warranty period for the LCD panel and backlight is limited to five years, but subject to the usage time

being 15,000 hours or less from the date of purchase on condition that the panel remains calibrated to 300cd/m<sup>2</sup> @ 7500K Colour Temperature

5 The monitor shall be free from defects in material and workmanship for a period of five years from the date of purchase. The warranty period for the LCD panel and backlight is limited to five years, but subject to the usage time being 10,000 hours or less from the date of purchase on condition that the panel remains calibrated to 170cd/m<sup>2</sup> @ 7500K Colour Temperature

6 The monitor shall be free from defects in material and workmanship for a period of five years from the date of purchase. The warranty period for the LCD panel and backlight is limited to five years, but subject to the usage time being 10,000 hours or less from the date of purchase on condition that the panel remains calibrated to 400cd/m<sup>2</sup> @ 7500K Colour Temperature