

# IMA Go™

## Lifetime Limited Warranty Programme



### What is the lifetime warranty programme?

The lifetime warranty programme allows **ImaGo range** products to be covered under a rolling warranty so long as it receives a yearly service at either Bellshell or Angoulême service centers.

The customer will pay a yearly fee for the service to be carried out which then covers them for the coming year. Any repairs needed at the time of service or at any other point in the year, are covered by IMV Technologies.

The cost of the service increases incrementally – the older the scanner gets, the more expensive the service.



2024

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### Lifetime Warranty service costs

Year 3	€550	Year 8 - 9	€1815
Year 4 - 5	€915	Year 10	€2535
Year 6 - 7	€1305		

### What parts are covered under warranty?

**Boards Replacement:** €1,227 plus 1 hour labour at €101, plus 1/2 hour admin @ €15

**Top casing:** €20

**Probe Replacement:** €2630 plus 1 hour labour at €101, plus 1/2 hour admin at €15

### Why should you consider taking out a Lifetime warranty?

1. The **scanner and probe** are covered for warranty repairs at an all-inclusive fixed cost
2. Having your scanner serviced annually will increase the life of the scanner and decrease the likelihood of breakdowns during continued use
3. As the scanner gets older, the costs of service will inevitably increase as the scanner requires more repairs with age
4. Having your scanner serviced annually means you significantly reduce the likelihood of unexpected breakdowns
5. The older your probe gets, the more likely it is to experience wear and tear at a higher cost to repair

### What happens during a Lifetime Warranty Service?

1. The overall condition of the scanner is assessed
2. The scanner is given a thorough clean
3. The front casing is replaced as this area is most likely to look worn
4. All screws are replaced to prevent rusting
5. Probe elements are tested
6. Battery contact points assessed
7. Connection with Go-Scan app assessed
8. Ensure scanner is running the latest version of software and firmware



# Terms & Conditions Lifetime Limited Warranty



This Lifetime Limited Warranty applies to all participating new ImaGo range TM and future ImaGo range TM models ultrasound scanners enrolled in the Lifetime Limited Warranty Programme. Subject to the terms and conditions described below, IMV Technologies LTD, ("IMV") warrants that new and qualified existing ImaGo range TM ultrasound scanners, when used in the manner and for the purposes intended: "Are free from defects in manufacture and assembly and will remain free of defects, and will operate properly within intended specifications for as long as the ImaGo range TM ultrasound scanner is owned by the original, registered purchaser."

THIS WARRANTY IS MADE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS:

## 1. Warranty Coverage for New and Existing ImaGo range TM Ultrasound Scanners

- a. Subject to the terms and conditions described in this Warranty document, the Lifetime Limited Warranty applies to all new Easi-Scan:GoTM ultrasound scanners. The period covered by this warranty extends from the date of purchase.
- b. Customers who have purchased new ImaGo range TM ultrasound scanners and not enrolled in Lifetime warranty, may register for the Lifetime Limited Warranty after an inspection of their ImaGo range TM ultrasound scanner by IMV. Depending upon the date of purchase of the Easi-Scan:Go range TM ultrasound scanner, a fee may be charged for the initial inspection – customers should contact IMV for more details. Existing ImaGo range TM ultrasound scanner customers will be advised of any costs that may be required to qualify their ImaGo range TM ultrasound scanner for the Lifetime Limited Warranty Programme.

## 2. Scope of Warranty; Limitations

- a. The Lifetime Limited Warranty is not transferrable and extends only to the original, registered purchaser and continues for as long as that registered purchaser (i) owns the ImaGo range TM ultrasound scanner, (ii) complies with all other terms and conditions of this Lifetime Limited Warranty, and (iii) follows all of the instructions and recommendations for the operation, care and maintenance of the ImaGo range TM ultrasound scanner and ImaGo range TM probe set forth in the ImaGo range TM ultrasound scanner Instruction Manual published by IMV and provided with the ImaGo range TM ultrasound scanner.\*
- b. This Lifetime Limited Warranty includes replacement of all parts, including the ImaGo range probe, except where caused by (i) accidental damage or misuse of ImaGo range TM ultrasound scanner or Easi-ScanTM probe\* or (ii) failure to follow all of the instructions and recommendations for the operation, care and maintenance of the ImaGo range TM ultrasound scanner and Easi-ScanTM probe set forth in the ImaGo range TM ultrasound scanner Instruction Manual published by IMV and provided with the ImaGo range TM ultrasound scanner.\*  
\*As determined by the technical staff upon inspection of the ImaGo range TM ultrasound scanner and ImaGo range TM probe at the IMV imaging service centre in Angoulême, France.
- c. This Lifetime Limited Warranty applies to the ImaGo range TM ultrasound scanner and ImaGo range TM probe (warranty coverage on ImaGo range TM probe is limited to 100,000 scans).

THIS LIFETIME LIMITED WARRANTY DOES NOT APPLY TO ANY ACCESSORIES OR CONSUMABLES, SUCH AS GOGGLES, DISPLAYS, CHARGERS, OR BATTERY PACKS.

Standard warranties may still apply to these excluded accessories.

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