

Warranty and Disclaimer

This warranty and disclaimer document addresses the Tuxedo A-Series Intraoral Sensors manufactured by Tuxedo Imaging llc.

Disclaimer

The Tuxedo Intraoral Sensor is a digital intraoral sensor system that contains the components necessary to acquire and manage high-quality digital intraoral x-ray images when connected to a USB 2.0 compatible port on a Windows PC and used together with an approved intraoral x-ray generator.

The sensor is designed to be used in conjunction with a disposable, single-use hygienic sheath as well as a positioning device to allow for proper alignment with the patient’s mouth. The unit performs optimally only if it is used and maintained in accordance with the Tuxedo Intraoral Sensor Operations Manual provided.

The sensor should only be used by persons authorized and trained in the techniques of digital dental radiography and have knowledge of the system and its operation. Users are not permitted to make any modifications to the sensor. The use of any materials which are not directly approved may cause malfunction, damage or biological incompatibility to the device. In such cases, all rights to warranty and liability will be withdrawn.

IMPORTANT:

Once the packaging seal is broken on the Tuxedo Intraoral Sensor, Tuxedo Imaging llc. maintains the right to refuse returns. Medical devices once opened cannot be resold as new due to biological contamination concerns.

Warranty

Tuxedo Imaging llc. (Tuxedo Imaging) warrants this equipment to the original purchaser against qualifying defects in material and workmanship for three (3) years from the date of purchase, provided that the original proof of purchase is presented in a satisfactory manner. Application of this warranty is limited to the sensor being used under normal conditions and is returned in the original packaging.

Expected degradation of materials and parts resulting from regular wear and tear, including, but not limited to, discoloration, minor scratches or wearing of surfaces, are not considered defects in material or workmanship and thus are not covered under warranty.

This warranty is also void if the product is not used or maintained according to the Operations Manual provided with the device, or if it has been in any way abused, tampered with, improperly serviced or maintained, or if the serial number is defaced or removed. A list of visible and non-visible abnormal usage is below. Both visible and non-visible abnormal usages are not covered by the warranty.

Visible Abnormal Usage	Traces of shocks, bites, aperture and nicks on the plastic shell of the sensor
	Traces of damages resulting of usage of heat, UV or non-recommended cleaning solutions
	Traces of non-adapted sensor holder, deformation or holes
	Connector damage, deformation, and traces of immersion
Non-visible Abnormal Usage	Cable deformation, nicks, extraction and exposure of wire under cable insulation
	Traces of shocks and bites on the aluminum foil encasing the sensor under the plastic shell
	Breakage of the sensor due to strong effort or deformation
	Strong damage to the wire shielding due to excessive twisting
	Breakage of wires due to cable pinch or bend
	Extraction or breakage of the cable wires by pulling the cable to unplug the cable from USB port

NOTE: Repair service must be performed by Tuxedo Imaging or those authorized by Tuxedo Imaging only.

Should you require repair service, please contact Customer Support to obtain instructions and a return material authorization (RMA) number. Return the unit insured for full value in original packaging. Any damage caused during shipping due to improper packaging will not be covered under warranty and will be the responsibility of the original purchaser. The original purchaser is responsible for any shipping and handling charges when returning product for servicing.

Please contact Customer Support (call 330-382-5733) or email info@tuxedoimaging.com if you have any questions regarding this Warranty Certificate.