

Description of Service:

Wave Imaging Service Agreement: 2-Event Service Event Based Service Contract I.

Terms and Conditions of Sale and Service

A) Two service events per year.

A service event occurs when a customer's ultrasound system has a specific malfunction, and requires an on-site service call to return it to normal operating condition. Examples of service events include exchanging a defective VCR, replacing a defective printed circuit board, or exchanging a malfunctioning imaging transducer. Each service event includes labor, parts, and travel.

B) Two preventive maintenance visits per year.

A preventive maintenance visit includes cleaning, lubricating, performing routine diagnostic tests, and electrical safety tests and adjusting mechanical or electrical components as needed.

C) Discount on parts and labor.

The customer is entitled to a 15% discount on parts, labor, and travel during the agreement year for repairs only on the system(s) covered by this agreement.

D) Coverage period.

The standard coverage period is Monday through Friday, from 9 a.m. to 5 p.m.

E) Response time.

For customers within 100 miles, the typical response time for on-site service is the next business day.

F) Discounted off-time and holiday rates Limitations.

A. One probe replacement per year, per system and will be considered as a service event.

B. No credits for unused service events.

C. All replacement parts are supplied with the exchange of defective parts only.

D. No other person/persons may service or supply parts for system, unless authorized by Wave Imaging.

E. The following terms are not covered as events: software support, data reconstruction, on-site application consulting, network performance malfunction, environmental or RF interference, customer inflicted damage, supplies and consumable parts.

F. The decision whether to apply an event or pay out-of-pocket must be made at the time of repair.

G. 50% of unused service events will carry over to following year contract.

H. Customer reserves the right to cancel this contract upon (60) days written notice to Wave Imaging.

I. Wave Imaging may terminate this agreement at any time, due to failure of monthly payment or customer fails to perform or observe any condition of this contract.

J. All physical damage will not be supported by this contract.

Agreed: _____
Authorized Signature Title Date