

Limited product warranty

Hearing and Balance Equipment (Hearing Assessment, Fitting, Screening, Balance Assessment)

Natus Medical Incorporated (“Natus”) warrants to the initial purchaser (“Purchaser”) that each new Warranted Product, as defined below, purchased hereunder will be free from defects in workmanship and materials for a specified period (“Warranty Period”) of twelve (12) months from the date of Shipment or Product acceptance by Purchaser if Installation is required. (US, Canada, UK, France, Germany, Spain, Italy, Denmark, Sweden, Norway, Finland, China Australia and New Zealand.

The **Warranted Product** is defined as new Hearing and Balance Systems used to perform audiology and hearing screening, testing. The following systems are included:

Aurical
Bio-Logic
Madsen Astera²
Madsen A450
Madsen Capella²
Madsen Itera II
Madsen Zodiac
Otoscan
Madsen Accuscreen
Madsen Alpha
ICS Impulse
ICS Chartr EP 200
ICS Chartr 200
ICS Aircal
Hortmann

Included are, amplifier, base unit, control panel, power supply, and proprietary cables, probes, transducers, Headsets, Patient Response buttons, Goggles, Microphones that may be shipped from Natus. Please note, Otoscan probe replacements are limited to a maximum of 2 probes per year.

Peripherals such as electrodes, probe tips, ear tips, ear couplers cushions, other supplies, disposable/rechargeable batteries, filters, sound tubes, clips, and other human interface devices are **not** covered by this warranty.

Natus’ only obligation under this limited warranty is limited to repair or replacement at Natus’ option and election, of any Warranted Product (or part thereof) that Natus reasonably determines to be covered by this limited warranty and to be defective in workmanship or materials. Repair or replacement of Products under this limited warranty does not extend the Warranty Period.

To request a Warranty Action:

To request repair or replacement under this limited warranty, purchasers shall use the following contacts based on geography and product brand.

Purchasers in the **United States and Canada** contact:

Toll-free: 855-466-8324

Email: otoproducsupport.us@natus.com

Purchasers **outside US, Canada, UK, France, Germany, Spain, Italy, Denmark, Sweden, Norway, Finland, China Australia and New Zealand**, shall contact the Natus Authorized Distributor from whom the Warranted Product was purchased.

If, on the basis of the information provided by the Purchaser, Natus reasonably believes that the defect is covered by this limited warranty, Natus will authorize Purchaser to return the Warranted Product (or part thereof) to Natus or its authorized service center. If the Product is to be repaired rather than replaced, the Warranted Product will be repaired and returned to the Purchaser. Natus shall determine whether to repair or replace Warranted Products and parts covered by this warranty with either new or refurbished Products or parts that meet current Natus specifications. All Warranted Products or parts replaced shall become the property of Natus. In the course of warranty service, Natus may, but shall not be required to, make engineering improvements to the Warranted Product or part thereof.

Shipping Procedures

If Natus reasonably determines that a repair or replacement is covered by the limited warranty, Natus shall bear the costs of shipping the item from the Purchaser to Natus and the repaired or replacement Product to the Purchaser. Risk of loss or damage during shipments under this warranty shall be borne by the party shipping the Product.

Products shipped by the Purchaser under this limited warranty shall be suitably packaged to protect the Product. If Purchaser ships a product to Natus in unsuitable packaging, any physical damage present in the Product on receipt and inspection by Natus (and not previously reported) will be presumed to have occurred in transit and will be the responsibility of the Purchaser.

THIS LIMITED WARRANTY, TOGETHER WITH ANY OTHER EXPRESS WRITTEN WARRANTY THAT MAY BE ISSUED BY NATUS, IS THE SOLE AND EXCLUSIVE WARRANTY AS TO NATUS' PRODUCTS, EXTENDS ONLY TO THE INITIAL PURCHASER AND IS EXPRESSLY IN LIEU OF ANY OTHER ORAL OR IMPLIED WARRANTIES INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NATUS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL LOSS, DAMAGE OR EXPENSE (INCLUDING, WITHOUT LIMITATION, LOST PROFITS) DIRECTLY ARISING FROM THE SALE, INABILITY TO SELL, USE OR LOSS OF USE OF ANY PRODUCT.

Country	Contact email	Contact Phone
Denmark	otoservice@natus.com	+45 45 75 55 55
Australia	otoservice.anz@natus.com	1800 290 772
New Zealand	otoservice.anz@natus.com	1800 290 772
Australia	orders.anz@natus.com	1800 290 772
China	hbserve.cn@natus.com	+86 4006902358
Spain	otoinfo.es@natus.com	+34 914 282 233
Italy	serviceitalia@natus.com	+39 049 8911110
France	hbserve.fr@natus.com	+33 1 42 46 57 19
United Kingdom	hearingbalanceservice.uk@natus.com	+44 870 9000 675
Germany	hbserve.de@natus.com	+49 (251) 203983-0
Norway	otoinfo.no@natus.com	+47 9909 7988
Sweden	otoinfo.se@natus.com	+46 732 705 222
Benelux	otoinfo.nl@natus.com	+31 85 78 264 78

Exclusions

This limited warranty does not extend to peripherals and single-use items. For supplies, refer to individual supply product warranties. Also excluded: Warranted Products or parts thereof: (a) that have been subject to misuse, neglect or accident, (b) that have been damaged by causes external to the Warranted Product, including by but not limited to failure of or faulty electrical power, (c) that have been used in violation of Natus' instructions for use, (d) that have been attached to any accessory or attachment that has not been subject to Natus' control over quality of materials and design, (e) on which the serial number has been removed or made illegible, (f) that have been modified by anyone other than Natus or its authorized service center, unless authorized prior to such service by Natus.