

WARRANTY POLICY

1. Conditions and Duration of the Warranty

This warranty covers intrinsic manufacturing and quality defects of the machine purchased through our official channels.

- **Standard duration:** 2 years from the date of installation (signed receipt note).
- **Main components:** (Eyedropper, camera, motherboard)
An extension can be validated specifically in the contract.
- **Exclusions:** Consumables (reagents, plates, needles, tips, etc.) are never covered.

2. Included services

If a breakdown occurs during the warranty period, we provide the following free of charge:

- **Repair:** Spare parts and labour.
- **Replacement:** Of the complete part or instrument (if irreparable or major defect), after expertise.
- **Technical support:** Remote diagnostics (remote maintenance) and telephone assistance.

3. Disclaimers of Warranties

The costs of repair (parts, labour, transport) are the responsibility of the user in the event of:

- **Improper use:** Failure to follow the user manual or neglected maintenance.
- **Human error:** Shocks, drops, liquid ingress or forced disassembly.
- **External factors:** Claims (fire, lightning), electrical surges or force majeure.
- **Non-certified items:** Use of unofficial consumables or spare parts.
- **Unauthorized intervention:** Attempt to repair without prior written consent.

4. After-sales service process

1. **Declaration:** Contact the service department with the assistance request form completed.
2. **Diagnostics:** Remote Priority Resolution (Phone/Video)
3. **Repair:** Free under warranty. For out-of-warranty interventions, a prior estimate must be signed.
4. **Closing:** Signing of a service form confirming the restoration of the device.

Note: The manufacturer reserves the right to interpret this policy. For any point not specified, the clauses of the sales contract are authentic.