

EXTENDED CARE + PRIORITY REPLACEMENT PLAN



PROTECT YOUR MIDMARK® INTRAORAL DIGITAL SENSOR SYSTEM

Midmark intraoral sensors come standard with a five-year manufacturer limited warranty covering failure or malfunction. For an added layer of protection, Midmark includes our exclusive five-year Sensor Safe extended care and priority replacement plan to help reduce a down situation if your sensor fails.

**Purchase order must be received by 1:00 PM CT to arrive on the next business day.*

How Does the Plan Work?

- If a Midmark Intraoral Digital Sensor System fails during the original five-year manufacturer warranty period due to malfunction or manufacturing defect, the sensor will be replaced through the standard Midmark warranty policy.
- If a sensor fails due to accidental damage during years one through five, a replacement sensor can be purchased at the Sensor Safe plan price.
- The Sensor Safe plan provides priority processing and overnight* shipping.

SENSOR SAFE EXTENDED CARE PLAN **FAQs**

Sensor Safe allows you to purchase a replacement product at a discount to replace sensors damaged outside of the Midmark® original manufacturer warranty.

How do I get the sensor safe plan?

The Sensor Safe plan is included with the initial purchase of a Midmark Intraoral Digital Sensor System.

What is the coverage period?

Sensor Safe is valid for the first five (5) years of ownership.

What is a sensor safe replacement product?

Sensor Safe replacement products may be refurbished, and may or may not incorporate a percentage of previously used components. Replacement products have been refurbished by Midmark Corporation to the same specifications as new or unused products.

What is covered?

- Accidental breakage or denting of the sensor cover
- Accidental breakage or damage to the sensor cable
- Accidental damage (except for damage listed under "What damage is not covered?")
- Unusual wear and tear

How do I report damage and order a replacement?

- All Midmark intraoral sensor damage must be reported to Technical Service: Email its@midmark.com or phone **888.924.3800** (U.S. and Canada)
- All replacement sensors require a PO from an authorized dealer, referencing the Technical Service ticket number, to be submitted through Midmark Customer Service.
- Replacement sensors will be shipped priority overnight for orders received by 1:00 PM CT to arrive the next business day.

How is this plan different from the standard warranty?

- Sensor Safe replacements do not extend the original warranty and are not transferable.

- The Sensor Safe plan provides for a replacement sensor purchased at a discounted cost when the defined failures are not covered by the original warranty and are not excluded as noted below.
- The Sensor Safe plan provides priority status for replacement and evaluation of a sensor which may need to be replaced due to manufacturer defect or workmanship.

What damage is not covered?

The following damage is not covered by the Sensor Safe plan:

- Sensors that have been soaked in corrosive liquid, such as bleach or alcohol, and USB connectors that have been soaked in any liquid.
- Improper disinfection techniques, such as steam or heat sterilization. (Review the Midmark Intraoral Digital Sensor System User and Installation Guide for proper cleaning and disinfection instructions.)

The original sensor must be returned for evaluation within 30 business days of receipt of the replacement sensor. If not returned within this time period, the customer will be invoiced for the sensor at retail price.

Questions

Contact us at midmark.com or **1.800.MIDMARK**.



For more information, contact your Midmark dealer or call 1.800.MIDMARK. Outside the USA, call 1.937.526.3662 or visit our website at midmark.com

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