

# Warranty certificate

## Neuro 2 sound processor

UK

### Warranty duration

The sound processor, the antenna, the magnet, the Zinc Air battery cartridge, the charger and the power supply are guaranteed for 3 years\*.

All of the following items are guaranteed for 1 year: the antenna cable, the rechargeable battery, the hook and the drying system, Ear Plug Retention Kit, the Care Kit (pin tool, hook pin, cleaning cloth and carrying pouch), the Tamper Tool.

*Note: No warranty applies to the 675 Zn-Air batteries, the Protective Case and the USB memory stick.*

### Warranty terms

**Important:** this warranty is applicable upon receipt of the *Sound processor registration sheet*. This sheet must be sent, without fail, within 15 days after first use of the sound processor.

1. The sound processor and accessories are guaranteed, for parts and labour, against all construction defects under the duration terms set out above.
2. The warranty for the sound processor does not cover the normal wear and tear of the batteries.
3. The warranty covers the simple exchange of parts recognised as defective (or their restoration, wherever possible, by a member of staff authorised by Oticon Medical). Refer to your local customer service for details on returns.
4. Subject to compulsory local regulations, the exchange of parts or their restoration under the warranty, will not have the effect of extending the duration of the warranty.
5. The replacement of a defective accessory, under the warranty as specified above, is limited to one model per device and per patient.
6. No compensation for damages may be claimed whatsoever for the duration of the repair or the disturbance caused to the user of the faulty device.
7. The warranty is refused and Oticon Medical is released of liability if:
  - The sound processor serial number is invisible, modified or has been overwritten.
  - The antenna cable has been severed.
  - The parts assembled by the manufacturer have been replaced by parts from another source.
  - The product has been altered or incorrectly used (either voluntarily or accidentally) for example, shocks, falls, exposure to temperatures out of the product performance characteristics, contact with corrosive agents, etc.
8. Any breach of one or more of these clauses will automatically invalidate this warranty.
9. This Warranty is governed by and resolved in accordance with French laws. In case of disagreement, the courts of Nice shall have the exclusive jurisdiction to decide disputes.

(\*) Except where specific local terms apply

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