

Warranty Policy

Aurison Medical Technologies Co., Ltd. and its subsidiaries and associated companies (collectively, “Aurison”, “we”, “us” or “our”) provide a standard limited warranty (“Warranty”) for its products to ensure quality, reliability, and support for our users.

This Warranty applies to eligible Aurison products that have been properly registered through the official Aurison registration process.

Warranty Activation and Ownership

Warranty coverage is activated upon successful completion of the User Services & Warranty Registration by the Product Owner.

For the purpose of this Policy:

- The Product Owner refers to the individual or entity that has purchased and owns the product.
- Only registration submitted by the Product Owner shall be recognised as valid for warranty activation.

The Warranty Start Date shall be determined by Aurison, at its sole discretion, based on the Product Owner’s registration and valid proof of purchase. Registration for warranty must be completed within 30 days from the date of purchase.

Aurison reserves the right to:

- verify the identity of the Product Owner
- request supporting documents, including proof of purchase
- reject or invalidate any registration that is incomplete, inaccurate, or submitted by unauthorised parties

Registration submitted by users, operators, or third parties who are not the Product Owner may not be recognised for warranty purposes.

Failure to complete registration may result in delays, limitations, or inability to obtain warranty services.

Registration and Scope of Services

The Product Owner and/or authorised users may complete the registration form to access both warranty coverage and Aurison’s User Services.

For the avoidance of doubt, warranty activation is valid only upon registration by the Product Owner, and the Warranty Start Date shall be determined based on such registration and verified proof of purchase. Registration for warranty must be completed within 30 days from the date of purchase.

Aurison’s User Services are separate from the Warranty and may include product support, training, updates, and other engagement activities. Certain User Services, including



communications and marketing-related activities, are provided subject to user consent and do not form part of the Warranty coverage.

Standard Warranty Coverage

Subject to the terms and conditions herein, Aurison provides a one (1) year limited warranty from the Warranty Start Date, covering:

- **Hardware Components:** Coverage for the main system and associated components against manufacturing defects under normal use.
- **Transducer Reliability:** Coverage for standard transducers against manufacturing defects and operational failure under normal usage conditions.
- **Technical Support:** Access to technical assistance and support through Aurison or its authorised distributors.
- **Software Updates:** Access to relevant software updates and performance enhancements within the Aurison platform. For the avoidance of doubt, software updates will be provided on a lifetime basis and shall not be restricted to the warranty period.

User Services Access

Aurison may provide access to User Services, which may include digital platform access, user accounts, system features, software updates, technical support, training resources, and other related services.

Access to User Services may be made available to registered users and may be associated with product registration but is not solely dependent on an active warranty unless otherwise specified.

Certain features, functionalities, or services may be limited, enhanced, or made available only during the Warranty Period or under separate service arrangements.

Access to User Services is:

- subject to Aurison's applicable terms, policies, and system requirements
- provided on a non-exclusive, non-transferable, and revocable basis

Aurison reserves the right, at its discretion, to update, modify, suspend, or discontinue any part of the User Services at any time where reasonably necessary.

Eligibility

This Warranty is valid only for:

- Products purchased through official Aurison authorised distributors or channels
- Products that have been properly registered with Aurison

Products obtained through unauthorised channels may not be eligible for standardised warranty coverage.

Exclusions

This Warranty does not cover:

- Damage caused by misuse, abuse, negligence, or improper handling
- Unauthorised modifications, repairs, or alterations
- Damage caused by accidents, environmental conditions, or external factors
- Normal wear and tear beyond reasonable operational use
- Consumables or accessories unless otherwise specified
- Products with removed, altered, or illegible serial numbers

Warranty Service

To obtain warranty service:

- Users should contact Aurison or their authorised distributor
- Proof of purchase and product registration may be required
- Aurison reserves the right to inspect, repair, or replace defective components at its discretion

Replacement parts or repaired products may be new or refurbished to equivalent performance standards.

Expiry of Warranty and Services

Upon expiry of the Warranty Period:

- Warranty coverage will cease
- Access to certain User Services or platform features may be limited, suspended, or subject to separate subscription or service arrangements

Extended Warranty

Extended warranty options or service packages may be available and are subject to separate terms and conditions.

Limitation of Liability

To the fullest extent permitted by applicable law, Aurison shall not be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with the use of, or inability to use, its products or User Services.

This includes, without limitation:

- loss of profits, revenue, or business opportunities
- loss of data or information
- business interruption or downtime
- loss of use of equipment or services
- any costs of replacement goods or services



Aurison shall not be liable for any damages arising from:

- improper use, misuse, or unauthorised modification of the product
- use of the product outside its intended purpose or operating conditions
- reliance on any information, output, or content generated through the product or User Services
- any delay, interruption, or failure of User Services, including digital platform access, system availability, or connectivity issues
- acts or omissions of third parties, including authorised distributors, service providers, or external platforms

To the extent permitted by applicable law, Aurison's total liability, whether in contract, tort (including negligence), or otherwise, shall in no event exceed the amount paid for the product giving rise to the claim. Nothing in this Warranty Policy shall exclude or limit any liability that cannot be excluded or limited under applicable law.

General

Aurison reserves the right to amend this Warranty Policy from time to time. Updated versions will be published on our official website.