



## **GUARANTEE CONDITIONS**

**Dental units SMILE and Chirana CHEESE**



## Guarantee conditions

In accordance with the Act No. 513/1991 Coll., Commercial Code

1. CHIRANA Medical, a.s. guarantees its product – dental unit purchased in authorized sale of CHIRANA Medical, a.s. – and it warrants that the product under the conditions noted in this warranty will be able to use for its standard purpose while retaining its standard qualities. The warranty is not provided for a product for which the seller has not sent to producer a Protocol of device delivery and users training.

2. CHIRANA Medical, a.s. guarantees product functionality – product without material imperfection or defects caused during processing. It guarantees the authorized service where potential defect on the product under the guarantee conditions will be removed with the aid of new or repaired spare parts.

3. CHIRANA Medical, a.s. provides for a dental unit a warranty of **24 months** from the date of sale to the final customer, but no more than **27 months** from shipment date from CHIRANA Medical, a.s. except:

a) **VINCELL and SANTINO touch screens** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

b) **Solenoid valves** used in dental unit waterlines or airlines guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

c) **Gas springs** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

d) **Miniseparators CATTANI** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

e) **Separators and amalgam separators CAS1, CS1**, guaranteed for **36 months** warranty after web sign-up on Dúrr's website from the date of sale to the final customer. Without registration, the separators are covered by a warranty of **24 months** from the date of sale to the final customer, but no more than **27 months** from shipment date from CHIRANA Medical, a.s.

f) **Amalgam separators METASYS type 1** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

g) **Valves used in Dúrr MSBV wet-suction system** guaranteed for **36 months** warranty after web sign-up on Dúrr's website from the date of sale to the final customer. Without registration, the separators are covered by a warranty of **24 months** from the date of sale to the final customer, but no more than **27 months** from shipment date from CHIRANA Medical, a.s.

h) **Non-return valves (Platzwahlventil)** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

i) **Intraoral cameras** guaranteed for **12 months** from the date of sale to final customer , but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

j) **Polymerization lamps MECTRON Starlight S** guaranteed for **36 months** from the date of sale to the final customer, but no more than **39 months** from shipment date from CHIRANA Medical, a.s.

k) **Ultrasonic tooth scalers EMS** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

l) **Dental light FARO MAIA with a pantographic arm** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

m) **Syringes Luzzani** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

n) **Monitors PHILIPS LED 23,6"** guaranteed for **12 months** from the date of sale to the final customer, but no more than **15 months** from shipment date from CHIRANA Medical, a.s.

o) Delivered **spare parts** beyond the warranty covered by the warranty **6 months** from the date of shipment of spare parts from the CHIRANA Medical, a.s.

#### 4. Warranty does not apply:

a) to defects and its consequences that are caused by inappropriate manipulation, cleaning or maintaining; by particles of pollution in the air or in the water; by abnormal chemical or electric effects; or in the case when user manual or installation instructions were not followed,

b) to bulbs, LEDs, glass optical fibre, glass components, rubber components, and to colour constancy of plastic components

c) to accumulators, batteries, instruments hoses, filters, and other similar materials

d) to defects and its consequences that are caused by inappropriate manipulation or by product adaptation by customer or anyone who is not authorised to service the products of CHIRANA Medical, a.s.

e) to defects caused by inappropriate maintenance or by using of inappropriate filling

f) to ordinary wear, abrasion or aging such as discoloration, deformations, etc.

g) to surface corrosion on other parts of the dental unit that do not create its outer appearance

h) to defects of dental unit caused by using of non-original spare parts CHIRANA Medical, a.s.

5. Talking about rectifiable defect, a customer is vested with power to its free repair or to defected component exchange in a reasonable time whereby it does not caused the unreasonable costs to the seller.

6. Customer is not entitled to any economic wastes, extraordinary expenses or demands caused as a result of product impossibility to usage during its repair. The complaint process is governed by the relevant legislation of the Slovak Republic.

7. In the case of the change of product ownership, the entitlement to repair of defected product is still valid in a case but only if the product is still under guarantee period.

8. CHIRANA Medical, a.s. reserves the privilege to make any changes to the product without prior notice.

9. If you have any questions, recommendations to service improvement or service provision of your dental unit, please follow these actions:

- **Action 1:** contact an authorized service technician
- **Action 2:** to contact authorized sales representative  
Discuss your problems with the authorized sales representative. This is the best way to solve your problem.
- **Action 3:** Even after the contact with the authorized sales representative you still need an advice, contact CHIRANA Medical a.s.:

CHIRANA Medical, a.s.  
Dr. A. Schweitzera 194  
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[www.chirana.eu](http://www.chirana.eu)  
[servis@chirana.eu](mailto:servis@chirana.eu)

Please, following information should have been prepared to achieve effective aid:

1. Your name, address, telephone number and e-mail
2. Name of the product
3. Serial number of the product
4. The date of its mounting/ purchasing
5. Name of authorized service provider
6. Your questions