



## Sensor Handling and Care

### **Failure to follow the precautions below will void this warranty.**

- Sensor holders must always be used in order to protect from patients biting the cable. \*Sensor holders must use a positioning ring, bite block, and bar for proper protection.
- The sensors must never be autoclaved. The sensors may be wiped or sprayed but the USB interface must never be allowed to come in contact with moisture. Do not use phenol solutions. Disinfectants such as Cidex, Sporox II, or pdCare 3.4% Glutaraldehyde are recommended. **Do not immerse the sensor in any water, disinfectants or alcohol. Do not autoclave the sensor.**
- The sensors can be damaged by static electricity. Avoid touching the USB connector, and only allow them to come in contact with the USB cable.
- When in use, the sensors must always be protected with clear plastic sheaths to avoid cross-contamination between patients.
- Avoid applying pressure to the sensor face and never clamp the sensor or the cable with a hemostat or a poorly-fitting holder. Doing so may damage the sensor.
- The cable must not be damaged: avoid nicks and tight bends.
- Avoid dropping or mishandling the sensors. Although the cable is firmly secured to the sensor, you should never pull on it.
- Avoid any type of damage to the cable, such as damaging the cable sheath, cutting the cable, or severe bending of the cable.
- Avoid power surges and irregular current fluctuations. You should always use a surge protector with your computer system, and an uninterruptible power supply (“UPS”) is recommended.
- Do not use cable protectors. Cable protectors were created to prevent damage to sensor cables such as pinching the cable in a drawer, rolling over the cable with a chair, etc. A cable protector adds significant weight to the sensor cable which causes excessive stress on the cables connections resulting in failure. For more information on why cable protectors are a bad idea visit <http://sodiumdental.com/should-i-use-an-x-ray-sensor-wire-protector/>

### **Warranty Requirements**

- Customer must contact Sodium Dental within the first 7 days of receipt of sensor either by emailing [testimages@sodiumdental.com](mailto:testimages@sodiumdental.com) with test images and a statement that the sensor is working or by calling 1-800-821-8962 and allowing our techs to remotely log in to customers system to test sensor.
- Customer must follow the Sensor Handling Care precautions as outlined above in yellow.
- 1 year warranty
  - Warranty will be void if test images not received within first 15 days from date of delivery.
- Failure to follow the three requirements as outlined above will VOID the repair warranty.
- Sodium Dental will do everything we can to ensure customer satisfaction by:
  - Emailing customer upon delivery to remind them to either email Sodium Dental test images or to call Sodium Dental support line to have one of our techs remotely login to retrieve test images.
  - Sodium Dental will call customer a total of 3 times within the first 7 days of delivery in an attempt to retrieve test images from repaired sensor and to ensure customer satisfaction.



## LIMITED WARRANTY

THIS LIMITED WARRANTY CONTAINS THE ONLY WARRANTY PROVIDED BY Sodium Systems LLC. (“Sodium Systems”) RELATING TO THE SODIUM SYSTEMS SENSOR REPAIR SERVICE, WHICH INCLUDES SENSORS AND USB INTERFACE ELECTRONICS (THE “PRODUCT”) AND ANY SERVICES PROVIDED BY SODIUM SYSTEMS RELATING TO THE PRODUCTS. THIS LIMITED WARRANTY SUPERSEDES ALL PRIOR AND CONTEMPORANEOUS AGREEMENTS, DEALINGS AND NEGOTIATIONS RELATING TO THE SUBJECT MATTER OF THIS LIMITED WARRANTY. NO WAIVER, MODIFICATION, ALTERATION OR AMENDMENT OF THIS LIMITED WARRANTY OR ANY PORTION HEREOF SHALL BE EFFECTIVE UNLESS MADE IN WRITING, DATED AND SIGNED BY A DULY AUTHORIZED REPRESENTATIVE OF SODIUM SYSTEMS.

(1) Sodium Systems warrants to the original purchaser that the repair and or parts specifically sold by Sodium Systems will be in working condition for a period of 30 days from the date of original purchase from Sodium Systems or its authorized distributor (the “Warranty Period”) or 365 Days when the extended warranty is purchased by the customer. During the Warranty Period, Sodium Systems will repair Product that fails to meet the foregoing Limited Warranty in any material respect (or at its option, replace such Product with a new or reconditioned Product or a product with equivalent or better capabilities as the Product) at no charge. Any replacement or repaired Product will be warranted for the remainder of the original Warranty Period. All Products or parts replaced become Sodium Systems property. **If neither repair nor replacement is reasonably available, Sodium Systems may elect instead, at its option, to accept return of the Product and refund the purchase price of the Product. In the case of repairs this means that the complete repaired item will be returned to Sodium Systems LLC prior to refund of the repair fee and Sodium Systems will retain ownership of the product. Shipping will not be refunded.** This Limited Warranty only covers the hardware components of the particular, product, parts or items repaired or sold by Sodium Systems. This Limited Warranty does not cover, and Sodium Systems is not responsible for, any software that may be used with this Product or any components not specifically repaired by Sodium Systems ( e.g. If the customer is billed for a USB cable replacement the warranty would not cover any other components of the device repaired). This Limited Warranty extends only to the original purchaser and is not transferable to anyone else. Specific to sensor repair the sensor itself is never covered under the warranty only the specific components repaired or replaced are covered by the warranty (e.g. connectors, cables, housings depending on which components were specifically listed in the invoice as being repaired).

(2) To obtain warranty service you must: (a) obtain a return materials authorization number (RMA#) from Sodium Systems , and (b) deliver the Product, in accordance with the instructions provided by Sodium Systems, along with proof of purchase in the form of a copy of the bill of sale including the Product’s serial number, contact information, RMA# and detailed description of the defect, freight prepaid, in either its original factory package or packaging providing the Product with a degree of protection equivalent to that of the original factory packaging. Sodium Systems is not responsible for any damage to the Product during transportation. Be sure to remove all parts, options, holders and attachments prior to delivering the Product. Sodium Systems is not liable for any loss or damage to such items.

(3) **This Limited Warranty does not cover any consumables supplied with this Product, cosmetic damage, damage due to (a) acts of God, accident, misuse, abuse (including biting of the Product or other rough treatment), negligence, abnormal or unusually heavy use, causes external to the Product such as but not limited to excessive heat or humidity, or modifications to this Product, (b) improper installation, operation, testing, or maintenance of this Product, (c) power failure or connections to improper voltage supply, or (d) attempted repair by any party other than Sodium Systems. This Limited Warranty does not apply when malfunction results from the use of the Product in conjunction with accessories, products or ancillary or peripheral equipment not provided by Sodium Systems, or where it is determined by Sodium Systems that the Product itself complies with the Limited Warranty. This Limited Warranty does not apply if the Product: is damaged by Electrostatic Discharges (ESD); is damaged as a result of autoclaving the sensor; is immersed in any liquid such as disinfectants, alcohol or any other liquid; sustains damage to internal components; is damaged as a result of shock impact (such as dropping the Product); or is damaged as a result of clamping the Product (sensor) with hemostats or other utensils that deform, dent or bend the enclosure. **This Limited Warranty does not cover damage to the cable as a result of (i) stretching, pulling or bending of the cable****

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leading to damage; (ii) cuts, abrasions, severe bend radius, or other use of the cable that exposes internal conductors or causes discontinuity of the internal conductors; or (iii) damage to the cable connectors as a result of improper insertion into the USB Interface electronics, or pulling of cable resulting in a disconnect of internal components. This Limited Warranty is invalid if the Product is used for purposes other than the use intended by Sodium Systems. This Limited Warranty is invalid if the factory-applied serial number has been defaced, altered, obliterated or removed from the Product.

(4) Sodium Systems shall not be liable under this Limited Warranty if Sodium Systems: (a) cannot reproduce the alleged defect in its testing and examination of the Product, (b) discovers that the Product is excluded from coverage under this Limited Warranty for any reason, or (c) determines that the alleged breach of this Limited Warranty was caused by use of the Product in a manner contrary to the usage guidelines provided by the original manufacturer.  
1.800.821.8962 [support@SodiumSystems.com](mailto:support@SodiumSystems.com)



(5) Extended warranties may be available from Sodium Systems for an additional charge at the time of purchase. Products delivered for warranty service under an extended warranty must be accompanied with proof that the Product was purchased with an extended warranty. Extended warranty information must be on record at Sodium Systems (serial number of product under warranty and purchaser), including proof of payment in full for such extended warranty, or extended warranty service will not be honored. Extended warranties are only extended to original purchaser and are not transferable to anyone else. Coverage under extended warranties is the same, and is subject to the same restrictions and conditions, as the original warranty coverage described herein.

(6) Repair, replacement or return/refund as provided under this Limited Warranty is the sole and exclusive remedy of the customer for any breach thereof. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING LIMITED WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. SODIUM SYSTEMS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

(7) TO THE FULL EXTENT ALLOWED BY LAW, SODIUM SYSTEMS ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, LOSS OF USE OF PRODUCT, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF THIS PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE PAID FOR THE PRODUCT BY CUSTOMER WITH RETURN OF THE PRODUCT, AT SODIUM SYSTEMS'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE. Any implied warranty which cannot be disclaimed shall be limited in duration to the minimum duration required by applicable law or the Warranty Period, whichever is greater. This Limited Warranty gives you specific legal rights and you may have other rights, which vary, from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitations of special, incidental or consequential damages or limitations on how long a warranty lasts, so the above exclusion and limitation may not apply to you.

(8) This Limited Warranty shall be governed by the laws of the State of Pennsylvania, U.S.A. excluding its conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods.

**Limitation of Liability**

Notwithstanding anything to the contrary herein, in no event shall Sodium Systems or any of its officers, directors, employees or agents be liable for any indirect, incidental, special, punitive or consequential damages, whether foreseeable or unforeseeable, of any kind whatsoever, including without limitation lost profits, loss of goodwill, loss of use of the product, costs of substitute products, arising from or relating to your use of the Sodium Systems products or any periods of downtime of the Sodium Systems products (regardless of cause of the downtime), or otherwise in connection with the sale or delivery of Sodium Systems' products. The limitation in this paragraph shall be the full extent of Sodium Systems' liability to you, whether the action is brought by reason of any breach of any representation or breach or failure of warranty or any other cause, including by reason of negligence, strict liability, or any other cause of action or claim for relief.