

NeuraScanner – Standard Hardware Warranty

1. Warranty Coverage

Neuralog LP (“Manufacturer”) warrants that the NeuraScanner (“Scanner”) will be free from failures caused by defects in materials or workmanship for a period of twelve (12) months from the invoice date (“Warranty Period”). This warranty applies only when the Scanner is installed, operated, maintained, and serviced in accordance with Manufacturer’s published instructions.

All other warranties, express or implied—including warranties of merchantability or fitness for a particular purpose—are expressly disclaimed.

2. Warranty Exclusions

This Warranty is void if the Scanner is used with non-Neuralog parts, accessories, or software, or if it is operated outside normal intended use. The Warranty does not apply to:

1. Units without a valid serial number.
2. Damage resulting from shipping, mishandling, misapplication, faulty installation, incompatible system configuration, improper maintenance, power faults, maladjustment of user controls, or failure to follow Manufacturer instructions.
3. Cosmetic damage.
4. Damage caused by accident, negligence, misuse, abuse, or acts of God.
5. Any modification or alteration performed by anyone other than Manufacturer.

The End User must follow all operational guidelines outlined in the NeuraScanner User Guide.

3. Warranty Remedies

If a defect covered under this Warranty occurs, Manufacturer’s sole obligation—and the End User’s exclusive remedy—is repair or replacement of the Scanner.

Manufacturer’s liability for any damages shall not exceed the original purchase price of the Scanner. Manufacturer shall not be liable for any direct, consequential, incidental, exemplary, or special damages arising from the Scanner or its use, even if advised of the possibility of such damages.

4. Technical Support & Troubleshooting

All support requests must be submitted through the Neuralog support portal or by phone at **+1 (281) 240-2525** or **support@neuralog.com**. Manufacturer will provide an initial response within one business day.

The End User must supply all information requested by technical support to facilitate proper troubleshooting. Manufacturer may require diagnostic steps or additional testing before authorizing repair.

Before returning a Scanner for service, the End User must obtain a Return Merchandise Authorization (“RMA”) number. The RMA number must be clearly displayed on the outside of the returned package and on the accompanying packing list. Manufacturer cannot be held responsible for any package returned without an RMA number.



5. Repair Procedure

If repair is required, the Scanner must be shipped to Manufacturer for evaluation. The End User is responsible for packaging and shipping the Scanner to Neuralog. Manufacturer will cover shipping costs for the repaired or replacement unit returned to the End User.

If the Scanner cannot be repaired:

- A replacement unit of the same model will be provided, or
- If unavailable, a comparable model will be supplied, or
- The End User may receive a prorated credit toward the purchase of a new scanning solution.

6. Software & Firmware Support

The NeuraScanner includes:

- **NeuraView SE Scanning Software**
- **NeuraScanner firmware**
- **Any associated scanning utilities or configuration tools**

Software licenses, updates, and technical support for all included software components are provided during the Warranty Period. Firmware updates released by Manufacturer during the Warranty Period are also included.

7. Optional Extended Warranty

Optional one-year and two-year extended warranties may be purchased to extend coverage beyond the initial Warranty Period.

Extended warranty coverage may include any of the following:

- Technical support
- Repair services
- Software updates for NeuraView SE
- Firmware updates for the Scanner
- Updates for any included scanning utilities

8. Response Times

Manufacturer will provide an initial troubleshooting evaluation within one business day. If repair is required, Manufacturer will strive to complete repairs within approximately three business days after receiving the Scanner.

Repair timelines may be affected by supply chain disruptions, shipping delays, or adverse weather conditions. Manufacturer will keep the End User informed of repair status.

9. Contact Information

For warranty questions or service assistance, contact:

Neuralog Support Phone: +1 (281) 240-2525 Email: support@neuralog.com
4800 Sugar Grove Blvd, Suite 200
Stafford, TX 77477 USA

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