

A-DEC, INC. EXPRESS LIMITED WARRANTY

Effective Date: November 3, 2025

Scope

New A-dec Products

A-dec, Inc. warrants the following against defects in material or workmanship under normal intended use when purchased from A-dec or an authorized A-dec dealer. The warranty period is measured from the date of A-dec's invoice. If you have questions about when your warranty coverage begins, please contact A-dec Customer Service.

	Warranty Period
All Dental Chairs; Operator and Assistant Stools; Dental Lights; Delivery Systems; Monitor Mounts; Dental Furniture; and Original Components (excluding upholstery)	10 years
All Upholstery	5 years
Mechanical Room Compressors and Vacuums; and Original Components	5 years
A-dec Maintain Integrated DUWL Treatment System	5 years
XC-10 Electric Motors; and Original Components (excluding LED components)	3 years
All Other Electric Motors, Tubing, and Control Modules; and Original Components	1 year
Mechanical Room Add-On Accessories and Control Modules	1 year
Replacement Components	Remainder of original product warranty period or 1 year (whichever is greater)

Unless noted above, products (including accessories, components, and replacement components) not manufactured by A-dec are covered by the original manufacturer's warranty, if any, and are not covered by this Limited Warranty. Examples include, but are not limited to, sterilizers, maintenance equipment, cameras, curing lights, ultrasonics, control modules, electric motors, attachments, handpieces, digital impression devices, and turbines. Please contact A-dec Customer Service for specific warranty information of the original manufacturer or you may contact the original manufacturer directly.

Certified Pre-Owned ("CPO") Products

A-dec, Inc. warrants the following against defects in material or workmanship under normal intended use, when purchased from A-dec or an authorized A-dec dealer. The warranty period is measured from the date of A-dec's invoice.

	Warranty Period
Components of A-dec-manufactured CPO products	3 years
Replacement components for A-dec-manufactured CPO products	Remainder of original product warranty period or 1 year (whichever is greater)

CPO products (including accessories, components, and replacement components) not manufactured by A-dec are covered by the original manufacturer's warranty, if any, and are not covered by this Limited Warranty. Examples include, but are not limited to, maintenance equipment, cameras, curing lights, ultrasonics, control modules, electric motors, attachments, handpieces, and turbines. Please contact the original manufacturer directly for specific warranty information.

Clinical Repairs Performed by A-dec

Clinical repairs performed directly by A-dec, Inc., including associated components, are warranted by A-dec against defects in material or workmanship for a period of 6 months. The warranty period is measured from the date of A-dec's invoice. Clinical repairs not performed by A-dec are covered by the original manufacturer's warranty, if any, and are not covered by this Limited

Warranty.

Exclusions

A-dec's Limited Warranty does not cover:

- i. A-dec products that have been used in direct or indirect combination with unapproved third party products, including third party components (i.e., products not authorized or manufactured by A-dec).
- ii. Representations and warranties made by any person or entity other than A-dec.
- iii. Damage caused by normal wear and tear or the natural breakdown of materials over time.
- iv. Damage caused by improper installation, care, or maintenance, accident, misuse, abuse, neglect, negligence, tampering, failure to seek and obtain repair or replacement in a timely manner, alterations, freight damage, natural disaster, or any other cause or force majeure beyond A-dec's control (failure to follow A-dec's Instructions for Use and applicable product operation and maintenance instructions, including installation instructions, will void the warranty).
- v. Damage caused by routine maintenance or in connection with the use of chemicals and processes for cleaning, disinfecting or sterilizing.
- vi. Changes in color caused by natural or artificial light.
- vii. Normal service items, including, but not limited to: light shields, light bulbs, filters, o-rings, tubing, water bottles, diaphragms, and water cartridges.
- viii. Products that have been altered or modified.
- ix. Certain types of upholstery and countertop finishes (e.g., certain special orders).

Consumable products are not covered by this Limited Warranty. Contact A-dec Customer Service with questions about warranty or returns for these items. Any returned consumable product must be in its original, unopened packaging.

Warranty Assistance and Contact Information

If A-dec determines that a product or component is covered under this Limited Warranty and has a defect that is covered under this Limited Warranty, then the item will be repaired or replaced with a product or replacement component, as applicable, that is comparable to the original in performance. If the product is covered under this Limited Warranty, you will not be charged for replacement components, but the A-dec dealer performing the repair(s) will charge you a call out fee (if applicable) and any applicable repair service fees. In certain circumstances, you may be responsible for promptly shipping the product or component to A-dec and associated transport/shipping costs; A-dec is not responsible for packages lost or damaged in transit, and you are responsible for purchasing insurance. Please note that styles and color options available at the time of service may vary. If a product or color has been discontinued, a replacement in the product style or color that is the most similar to the original will be provided.

If A-dec determines that a clinical repair is covered under this Limited Warranty and has a defect that is covered under this Limited Warranty, then the repair will be re-performed.

If you purchased your product from an A-dec dealer, for warranty assistance, please contact your authorized A-dec dealer during the warranty period. The dealer will discuss with you arrangements for the product(s) to be delivered to them for inspection or for inspection to occur on site.

If you have a question that is not addressed in this Limited Warranty or if you purchased your product directly from A-dec and need warranty assistance, please contact A-dec Customer Service at:

- 1.800.547.1883 or customer.service@a-dec.com (within the USA and Canada)
- +1.503.538.7478 or a-decglobal@a-dec.com (outside the USA and Canada)

Customer service is available Monday through Friday, from 5 a.m. to 5 p.m. Pacific Standard Time (PST).

Warranty Limitations; Exclusive Remedy; Damages Disclaimer

A-dec's sole obligation and your exclusive remedy under this Limited Warranty is the repair or replacement (comparable to the original in performance) of defective products or components, as applicable, or in the case of defective clinical repairs, the re-performance of the repair. A-dec's Limited Warranty is in lieu of all other warranties and obligations, express or implied. A-dec expressly disclaims all implied warranties, including but not limited to implied warranties of merchantability, durability, or fitness for a particular purpose or use.

A-DEC SHALL NOT BE LIABLE FOR AND EXPRESSLY DISCLAIMS ANY DIRECT, SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES OR DELAYS, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR INCOME, LOSS OF USE, DOWNTIME, PROPERTY DAMAGE, OR PERSONAL INJURY, HOWEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE.

Limitation of Liability

WITHOUT LIMITING THE DAMAGES DISCLAIMER ABOVE, THE MAXIMUM LIABILITY OF A-DEC AND ITS SUPPLIERS, AFFILIATES, DEALERS, RESELLERS, AND AGENTS, AND EACH OF THEIR EMPLOYEES, DIRECTORS, AND CONTRACTORS TO YOU IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU IN WHOLE OR IN PART.

Governing Law and Venue; Severability

To the full extent permitted under applicable law, this Limited Warranty and any disputes arising out of or in connection with A-dec products ("Disputes") shall be governed by the laws of the State of Oregon, USA, excluding conflicts of law principles and excluding the Convention for the International Sale of Goods. The courts located in Multnomah County, Oregon, USA shall have exclusive jurisdiction over any Disputes. Disputes must be resolved individually, without resort to any form of class action. If any provision of this Limited Warranty is unlawful, void or unenforceable, the meaning of such provision will be construed, to the extent feasible, so as to render the provision enforceable, and if no feasible interpretation would save such provision, it will be severed from the remainder of this Limited Warranty, which will remain in full force and effect. If there is any inconsistency between the English and other versions of this Limited Warranty, the English version shall prevail.

This Limited Warranty gives you specific legal rights, and you may also have other rights that vary by jurisdiction.

Modification or Withdrawal of the Warranty

A-dec reserves the right in its discretion to modify or withdraw this Limited Warranty at any time without notice. Any modification or withdrawal will not affect products already installed and fully paid for prior to the date of such modification or withdrawal. No A-dec dealer, reseller, service provider, agent, or employee is authorized to make any modification, extension or addition to this warranty.

For UK Customers

In the United Kingdom and the Republic of Ireland, this Limited Warranty is provided by A-dec Dental UK, Ltd. of Austin House, 11 Liberty Way, Nuneaton, Warwickshire. CV11 6RZ, telephone 0800.ADEC.UK (2332.85), fax 024 7634 5106, email info@a-dec.co.uk and applies to products sold to customers located in the United Kingdom and the Republic of Ireland.

For Australia Customers

Warranty Provider and Warranty Period

In Australia, this Limited Warranty is provided by A-dec Trading Company, Inc. trading as A-dec Australia (A-dec) (ARBN 002 806 117) of Unit 8, 5-9 Ricketty Street, Mascot NSW 2020, telephone 02 8332 4000, email a-dec@a-dec.com.au and applies to products sold to customers located in Australia.

IMPORTANT NOTICE REGARDING YOUR CONSUMER RIGHTS

The benefits given to you under this warranty are additional to other rights and remedies that you may have in relation to your purchase and use of the goods to which this warranty relates. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. As our goods are not of a kind ordinarily acquired for personal, domestic or household use or consumption, we are permitted to limit our liability under the Australian Consumer Law for failure to comply with certain guarantees, where it is fair and reasonable to do so, to one or more of the following: (i) the replacement of the goods or supply of equivalent goods, (ii) the repair of the goods, (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods, or (iv) the payment of the cost of having the goods repaired. A-dec Australia provides

no warranty against defects beyond the rights and remedies given under this express limited warranty and those which are available under the Australian Consumer Law.