



V200 & V2400 ANALYZER WARRANTY POLICY

At Bionote, Inc., we value your trust and are committed to supporting the performance and longevity of your Vcheck V200 or V2400 analyzer. This warranty outlines the terms of coverage, as well as customer responsibilities to ensure proper maintenance and care of the device.

Limited Warranty Coverage

Bionote, Inc. warrants that the Vcheck V200 and V2400 analyzers are free from defects in materials and workmanship for a period of two (2) years from the original date of purchase.

During this warranty period, Bionote will repair or replace, at no charge, any part determined to be defective and covered under this warranty. Depending on the nature of the issue, Bionote may provide a new, repaired, or recertified replacement unit at its discretion.

This warranty is limited to the original purchaser and/or its agents and is **not transferable**.

Warranty Exclusions

This warranty does not cover:

- Damage resulting from misuse, neglect, improper installation, or physical abuse
- Unauthorized modification, tampering, or attempted repair
- Accidental damage or exposure to harmful substances or contaminants
- Failures due to improper storage or unsuitable environmental conditions

Warranty qualification is determined solely by Bionote's Technical Success team and assessed on a case-by-case basis.

Customer Responsibilities for Warranty Eligibility

To maintain eligibility for warranty coverage, customers must follow these care and maintenance guidelines:

- 1. Analyzer Software Updates**
 - Ensure the analyzer software remains current.
 - Updates can be applied via USB or dongle, as directed by Bionote Technical Support.
- 2. Calibration Procedures**
 - Regularly calibrate the analyzer using the available calibration kit.
 - Store the calibration kit in its protective case, away from heat, moisture, and contaminants.
- 3. Proper Analyzer Storage**
 - Use the supplied Vcheck cover when the analyzer is not in use.
 - Store the device in a clean, dust-free environment.
 - Keep the analyzer on a stable, level surface, away from vibrations or moving equipment.
 - Avoid placing the analyzer near windows, vents, or radiators to reduce the risk of overheating.
- 4. Requesting Technical Assistance**
 - If your analyzer is not functioning properly, contact Bionote Technical Support before attempting any repairs.

How to Submit a Warranty Claim

To initiate a warranty claim:

1. Submit a Technical Support Inquiry at www.bionote.com/technical-success
2. Be prepared to provide the analyzer's serial number, purchase date, software version, calibration history, and any other requested documentation.
3. You may also be asked to submit debug files and/or complete a brief customer questionnaire to assist in the evaluation process.