



PENTAX Medical Company
A Division of PENTAX of America, Inc.

PENTAX Service - Loaner Instrument Program

PENTAX Service offers loaner instruments at no cost to customers who own or lease PENTAX equipment, while their instrument is being repaired at a PENTAX Service facility. PENTAX carries an extensive inventory of high quality loaner instruments, and will always attempt to match the exact model in need of repair. If an exact match is not available, PENTAX customers can choose to receive an alternate model or to be placed on a waiting list to receive an exact model when it becomes available.

PENTAX Offers Two Loaner Instrument Program Options:

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| <p>1.) Immediate Loaner Instrument Release Upon Repair Notification</p> <ul style="list-style-type: none"> a. PENTAX will immediately release a free loaner instrument upon notification that your instrument is in need of repair when one of the following conditions apply: <ul style="list-style-type: none"> i. The customer has a service contract agreement with PENTAX. ii. The customer provides PENTAX with a minimum \$1000 pre-approval for the repair of their instrumentation. iii. The customer purchases the Loaner Protection Program in advance or at the time of the repair request. | <p>2.) Immediate Loaner Release Upon Quotation Approval</p> <ul style="list-style-type: none"> a. PENTAX provides a quotation for all repairs within 24 hours of receipt of the instrument. b. Once the quotation has been approved and PENTAX has obtained a proper method of payment for the service, PENTAX will provide a loaner instrument. |
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Repair Quotation Approval

PENTAX requires a timely approval of all instrument repair quotations. PENTAX provides a maximum of 7 calendar days from the initial repair quotation to approve or reject the quotation.

- 1.) If PENTAX does not receive authorization (either approval or rejection) of the quotation within 7 calendar days, PENTAX will add a non-refundable Loaner Rental Fee to the repair invoice. The loaner rental fee will vary based on the scope type, and is valid for 30 days of loaner rental only (see Loaner Rental Section).
- 2.) If PENTAX has not received proper authorization for the repair within 40 days, the instrument will be returned to the customer unrepaired. All charges incurred will be invoiced at the time of instrument release, including loaner rental charges.

Loaner Damage and Loss

PENTAX loaner instruments are inspected for safety and proper operation prior to leaving a PENTAX service facility. The customer should leak test, clean, and inspect each loaner for proper operation prior to its first use and follow all operating instructions within the operator manual.

- 1.) PENTAX will charge for damage to loaner instruments resulting from negligence, abuse, or loss. Damages not covered by PENTAX include, but are not limited to: fluid invasion, dents, crushes, bite marks, control body or video attachment module cracks, shipping damages or attempted repair of the loaner instrument using non-PENTAX endoscope repair service and/or non-PENTAX parts and materials.
- 2.) The customer is responsible for equipment damages and loaner instrument loss or theft. From the point of receipt acceptance to the PENTAX return delivery acceptance. In the event of theft or loss, the customer is responsible for the replacement value of the loaner instrument.

Customers are strongly urged to provide shipment tracking numbers for all returned pieces of equipment.

Loaner Protection Program

At the time of the loaner instrument request, PENTAX will offer a Loaner Protection Program. This program relieves the customer from all responsibility for the cost of damages to the loaner instrument.

The Loaner Protection Program must be purchased and agreed to in advance of the loaner shipment to qualify for damage protection.

PENTAX has three programs available to insure against potential damages to loaner instruments:

<p>1.) Basic Instrument Loaner Protection Program - \$250.00 per repair event that covers standard PENTAX instruments for any damage that may occur.</p>	<p>2.) EUS and Confocal Instrument Loaner Protection Program - \$500.00 per repair event that covers all PENTAX Advanced Imaging products for any damage that may occur.</p>	<p>3.) PENTAX Service Contract: Loaner Protection Program - This program is designed in conjunction with your individual PENTAX Service Contract. Contact your PENTAX Sales or Customer Service representative for details. The loaner protection fee will be quoted at the time of the loaner request and is non-refundable. The Service Contract Loaner Protection Program does not cover loss or theft of the loaner instrument.</p>
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Loaner Shipment to Facility

The customer is responsible for all shipping charges. Shipping charges will be added to the PENTAX Service repair invoice.

Loaner Return to PENTAX

PENTAX requires the return of loaner instruments to a PENTAX facility within 7 calendar days of the receipt of the repaired instrumentation. Loaners received after 7 days will be considered late and the customer will be invoiced for the full replacement value of the loaner.

All freight charges to return any loaner instruments to a PENTAX Service Center will be paid by PENTAX. Customers are provided a completed PENTAX airway bill when the repaired instrument is returned. This airway bill should be used to ship the loaner instrument back to PENTAX.

- 1.) The customer is responsible for shipping all loaner equipment using proper shipping containers and packaging materials to prevent shipping damage to the loaner equipment.
- 2.) In the event that the PENTAX-issued airway bill is used to ship equipment other than the loaner return, charges for this shipment will be added to repair invoice.

Loaner Rental Fee Schedule

Loaner rental charges are based on model or family of instrumentation:

Light Sources and Processors \$1,250 per instrument, per month	Fiber, 30, 40, 30K or 70K Series Products \$1,250 per instrument, per month	90 Series Products \$1,450 per instrument, per month	EUS or Confocal Products \$1,750 per instrument, per month
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PENTAX is not responsible for any loaner rental damages. All charges for loaner rental damages will apply upon the return of the scope. PENTAX offers Loaner Protection Programs that can be purchased at the time of loaner issuance to insure against potential damages to the loaner instrument.

Loaner Accessories - Important Note

PENTAX ships all loaner instrumentation without accessories. It is the responsibility of the customer to purchase any accessories needed to operate a PENTAX loaner endoscope including: valves, soaking caps and cleaning adaptors. Minimal purchase quantities can be requested.

Allowances

Model Discontinuation

PENTAX must eventually discontinue loaner services on older model instruments. Please contact PENTAX Customer Service to determine if your instrument has been discontinued from loaner service.

Cash-in-Advance Customers

For "Cash-in-Advance" customers, PENTAX requires instrument repair quotation approval and full payment of a \$1,000 pre-approval fee prior to shipment of the loaner instrument. In addition, the customer is required to purchase a PENTAX Loaner Protection Program. A credit will be issued in the event the repair and loaner costs are lower than the original estimate and pre-approval fee.

Right to Deny

To deliver our Loaner Instrument Program efficiently and cost effectively, PENTAX reserves the right to deny the Loaner Instrument Program to any customer in violation of this policy.

The PENTAX i-care Advantage™ Service Programs demonstrate our commitment to unparalleled customer satisfaction. Our innovative solutions promote patient safety, maximize cost effectiveness, accelerate practice productivity and improve clinical outcomes.

 **PENTAX Customer Service: (800) 736-8293**

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