



Vital Diagnostics Electrode Warranty Policy

Electrodes covered by this policy:

Potassium (279-001), Sodium (278-001), Chloride (280-001), Carbon Dioxide (275-001), and Reference (273-001)

Electrode warranty coverage:

Potassium, Chloride, and Carbon Dioxide electrodes are covered under the warranty for three (3) months from the "In Use" date but MUST be put in use prior to the "Install By" date. Sodium and Reference electrodes are covered under the warranty for one (1) year from the "In Use" date but MUST be put in use prior to the "Install By" date. The Laboratory must perform routine maintenance and follow all as-needed maintenance and cleaning procedures as stated in the Operator's Manual for the respective chemistry systems.

Electrode replacement procedure:

1. The Laboratory must call Technical Support at 1-800-345-2822 upon suspicion of an electrode failure during the warranty period. Examples of possible failures include, but are not limited to; slope out of range errors, slope variance errors, slope out of reproducibility errors, and patient recovery issues.
2. The Laboratory must be prepared to provide instrument printouts to detail calibration, QC, and patient results associated with the suspected electrode failure.
3. The Laboratory must be prepared to perform or provide a history of troubleshooting tasks that verify and/or rule out possible interferences or other technical causes for the electrode failure.
4. If Technical Support determines a possible electrode warranty claim, an RMA# (Return Material Authorization) will be issued and provided to the Laboratory. The electrode must be mailed to Vital Diagnostics for testing. Upon completion of the testing, the electrode will be considered defective or acceptable. If the electrode is determined defective, a replacement electrode will be provided via ground shipment at no additional charge. If the electrode is determined acceptable, the Laboratory can opt to have the electrode returned to it or contact local Distributor to purchase a new electrode. The Laboratory will be charged ground freight if the electrode is returned. Laboratories are required to have electrodes and other maintenance materials on hand for troubleshooting and to reduce instrument downtime, as stated in Technical Bulletin #8098.

**Vital Diagnostics Technical Support
1-800-345-2822**