

Extended Warranty for MedTrak VNG Equipment

MedTrak VNG, Inc. provides all new VNG equipment with an initial one year limited warranty (from the initial date of purchase) for all parts specifically manufactured by MedTrak VNG, Inc. The limited warranty guarantees that all parts are free from defects in material and workmanship under normal use and conditions.

This limited one year warranty does not cover VNG equipment which becomes damaged by the customer through abnormal use. Also, this limited warranty does not cover parts that are lost or stolen.

For a full description of the initial one year warranty review your MedTrak VNG factory warranty provided with your initial purchase.

Unlike the initial warranty, the Extended Warranty covers, under a discounted program, parts that were damaged from abnormal use or parts that have been lost or stolen.

Extended warranty coverage:

For customers who experience operating difficulties with VNG software and/or hardware or experience electronic failures after the initial one year limited warranty time period expires, those customers purchasing the extended warranty would have access to the following at **NO CHARGE.**

ITEMS AT NO CHARGE INCLUDE:

- 1) Full Access to the MedTrak VNG telephone tech-support system (this service is important because MedTrak's telephone tech-support and initial factory troubleshooting, after 1/1/16, will now carry a \$200 minimum charge **for non-warranty covered customers**)
- 2) Factory labor
- 3) Full access to our online video training libraries
- 4) Software upgrades when applicable
- 5) Access to our research and current best testing protocols
- 6) Multiple unit extended warranty discounts
- 7) For customers who have not previously used the Interpra Narrative Report Service, extended warranty purchasers will be entitled to an Interpra trial of 10 free "expert review" narrative reports over a 60 day trial period. This includes fully reviewed and signed narrative reports, analyzed by a board certified neurologist who is an expert in interpreting VNG tests.

MedTrak VNG HIPAA compliant solution for old VNG systems using XP or W7

For customers who have purchased an extended warranty, MedTrak will offer, for \$1,000 (regularly \$1,800), a new HIPAA compliant windows 10 laptop computer fully loaded with the latest VNG software and our newest video capture device. Where required, this offer will also include a new serial adaptor cable.

Additionally, extended warranty customers would be entitled to:

- 1) 20% discounts on MedTrak's training courses
- 2) **Wholesale price discounts on new equipment/systems** sold directly by MedTrak VNG:
 - a) VNG systems
 - b) Varioair systems
 - c) FallTrak II balance systems

Costs of extended warranty:

Currently there are 2 annual payment plans available for both class (A) and (B) extended warranties.

Extended Warranty Class (A) - Client owns 1 or 2 VNG units: \$900 per year for coverage of **both** units

- 1) The purchaser pays in one full payment at the start of the first purchase. The initial extended warranty period shall be 14 months. Thereafter, all subsequent coverage periods shall be 12 months.

Extended Warranty Class (B) - Client owns 3 or more VNG units: \$1,800 per year for coverage of **all** units

- 1) The purchaser pays in one full payment at the start of the first purchase. The initial extended warranty period shall be 14 months. Thereafter, all subsequent coverage periods shall be 12 months.

All extended warranties are for one year from the date of purchase, except as described herewith, and all extended warranties automatically renew unless cancelled by written notice at least 30 days prior to the annual renewal date.

Additional coverage via the extended warranty:

For customers who damage the equipment under abnormal use (such as, but not limited to, dropping the equipment), or customers who lose parts or have parts stolen, if the extended warranty is purchased, the customer who damages the equipment or loses parts would be entitled to significantly discounted replacement parts and NO labor costs.

See discount costs chart on the next page:

Discount Cost Chart

Item #	Description of part	Regular Price	Extended Warranty Price
M920520	VNG Goggle Assembly (New)	\$ 20,000.00	\$ 15,000.00
M920520	VNG Goggle (Electronics Replacement)	\$ 15,000.00	\$ 7,500.00
M920520	VNG Goggle Shell Replacement (New)	\$ 10,000.00	\$ 7,500.00
M920302	Interface Controller (New)	\$ 15,000.00	\$ 10,000.00
M917415	VORT (AHR) Receiver (New)	\$ 3,500.00	\$ 2,500.00
40-9107	Foot Switch (New)	\$ 800.00	\$ 400.00
Special	Camera Replacement (New)	\$ 2,500.00	\$ 950.00
M920300	DC Power Supply (New)	\$ 400.00	\$ 250.00
24-1009	Serial Adaptor Cable (New)	\$ 400.00	\$ 250.00
M917047	Video Capture Source (New)	\$ 300.00	\$ 100.00
Special	Goggle Eye Cap (New)	\$ 300.00	\$ 100.00
M917155	Head Strap (New)	\$ 200.00	\$ 100.00
Special	CAT5 Goggle-Interface Connector (New)	\$ 100.00	\$ 50.00
Special	AHR-Interface Connector Cable (New)	\$ 100.00	\$ 50.00
M917185	AC Surge Protector (New)	\$ 50.00	\$ 25.00

Non-MedTrak parts and systems:

502.1035.0	Atmos Varioair handle complete (New)	\$ 3,000.00	\$ 1,950.00
502.10450	Atmos Jet Connector	\$ 200.00	\$ 100.00
000.0545.0	Atmos Air Filter	\$ 300.00	\$ 150.00
40-9365	Varioair Caloric Irrigator (New)	\$ 6,000.00	\$ 5,000.00
40-9366	Atmos Irrigator Variotherm (New)	\$ 9,900.00	\$ 8,000.00
M920066	Laptop Computer VNG Ready (New)	\$ 1,500.00	\$ 1,000.00
M922764	FallTrak II Balance System (New)	\$ 10,000.00	\$ 7,500.00

Labor and Shipping:

Special	Labor per hour on peak	\$ 500.00	No Charge
Special	Labor per hour off peak	\$ 250.00	No Charge
Freight	Fedex (Ground/box) Return	\$ 40.00	\$ 40.00
Freight	Priority Mail Envelope Return	\$ 10.00	\$ 10.00
Freight	Priority Mail box Return	\$ 20.00	\$ 20.00