On-site Warranty Instructions

Below are step by step instructions for the management and processing of defective Onyx Healthcare devices that are under on-site warranty.

STEPS

1. End user representative makes contact with the Micromax Health/Onyx *Warranty, Repair and Support Centre*. The end user is instructed to:
   a. Send an email to support@micromaxhealth.com
   b. The email must contain as a minimum the following details:
      i. Meaningful and succinct subject containing as a minimum the word "warranty" and the word "ONYX" and the serial number of the defective unit. Subject title example: Warranty ONYX H17020576
      ii. Email content:
         - End user contact person details i.e. Name, phone number and email address
         - Location details of defective unit for Technician visit
         - Description of the problem and/or defect. Attach any supporting documentation or photos etc. The more information the provided the better for expediency.

2. Micromax Health *Warranty, Repairs and Support Centre* will acknowledge and raise an internal ticket. The Micromax Health response will be:
   a. Contact the end user and assess the defect remotely
   b. Attempt to resolve the problem remotely. If resolved ticket is closed, otherwise:
      i. Assign an RMA number. This is an authorisation number to repair/replace warrantable item on-site.
      ii. Dispatch a Technician to site.

3. Micromax Health Technician to visit site by no later than end of next business day to repair/replace defective unit. The Technician will report back to the Micromax Health *Warranty, Repairs and Support Centre* with findings and restoration details.

4. Micromax Health *Warranty, Reapirs and Support Centre* will send repair details to end user contact representative and close the ticket.

END USER ESCALATION

Phone 1300 871 322 or email info@micromaxhealth.com

Note: If this process is bypassed or not complied with then Micromax Health reserves the right to pass on any costs incurred and/or nullify warranty on the item(s) in question.

SUSTAINABLE CERTIFICATION
✔ ISO 9001
✔ AS/NZS 4801
✔ ISO 14001

JAS-ANZ

micromaxhealth.com