

Warranty and Service Plan Options

All new Q-View™ Imagers come with a two-year Limited Warranty. Additional plans are available for users requiring additional assurances and connectivity with the Quansys support team. Services can also be purchased on an individual basis to customize plans to suit user needs. Warranty and Premium Service plan extensions may be purchased prior to plan expiration. Contact a Customer Representative for additional information.



Premium Service Plan – The Premium Service Plan is customized for customers who extensively utilize the Q-View™ platform, making annual preventative maintenance and proactive assistance essential aspects of their experience.

Limited Warranty – The Limited Warranty is designed for customers with infrequent service needs.

Extended Premium Service Plan – 1-to-5-year extension for the Premium Service Plan designed for customers who require ongoing proactive service.

Extended Limited Warranty – 1-to-5-year extension for the Limited Warranty designed for customers who require ongoing protective services and peace of mind.

Continued Benefits – No warranty or service plan? No problem. Enjoy ongoing access to standard technical support and a steady stream of software updates throughout the product's lifecycle.

	Service/Warranty Period		Extended Period		
	Premium Service Plan	Limited Warranty	Extended Premium Service Plan	Extended Limited Warranty	No Warranty
Pricing	Request Price	Included	Request Price	Request Price	N/A
Defects in materials and workmanship	✓	✓	✓	✓	
On-Site Services					
Standard Installation with Training	✓				
Prescheduled, on-site preventative maintenance (PM)			✓		
Priority on-site response commitment	✓		✓		
Remote Diagnostic and Repair Services					
After-hours phone access to technical support	✓		✓		
Standard technical support	✓	✓	✓	✓	✓
Software and firmware updates	✓	✓	✓	✓	✓
Value Added Services					
Rapid exchange/loaner equipment	✓		✓		

Definitions and Disclaimers

For comprehensive details on each of the following, please refer to the imager terms document:

Defects in Materials and Workmanship - Covers defects in materials and workmanship during normal use, encompassing repair or replacement of equipment components.

Prescheduled On-Site Preventative Maintenance (PM) (if applicable) - Limited to 2 imagers annually per site, covering travel and labor, excluding material costs.

Priority On-Site Response Commitment - For emergencies, a technician will be dispatched within 48 to 72 business hours upon receipt of a purchase order (PO), subject to certain conditions.

After-hours Access to Technical Phone Support - Offers after-hour phone technical support during emergencies, excluding specific holidays.

Standard Technical Support - Includes email and phone assistance, with telephone support available during business hours.

Software Updates - Covers updates via the internet, excluding upgrades to new software versions.

Rapid Exchange/Loaner Equipment - In case of imager malfunction, a replacement imager will be dispatched based on availability.

Service plans are available in the continental United States. Availability in other regions may vary and could result in plan modifications or additional costs. For inquiries about service availability in your specific area, please contact your Customer Representative.