

Medical Illumination International, Inc.
VidaShield UV24
Sold by Armstrong World Industries, Inc.
Limited Warranty

This document comprises the general terms of your VidaShield UV24 Limited Warranty. This Limited Warranty is applicable to products sold by Medical Illumination International, Inc. or one of its subsidiaries or divisions (collectively, "MI") through Armstrong World Industries, Inc. or one of its distributors (collectively, "Armstrong" and together with MI, the "Sellers"). This Limited Warranty is not applicable to any VidaShield UV24 or other MI product not purchased from Armstrong.

Your product is warranted against defective material and/or workmanship, excluding normal replacement parts, for a period of three (3) years from the date of shipment. Normal replacement parts include, but are not limited to, bulbs and filters. This Limited Warranty applies exclusively to the repair or replacement of parts recognized as defective by MI that are in normal use and have not been modified or repaired by unauthorized personnel.

This Limited Warranty is in lieu of all other warranties, expressed or implied, including any implied warranty of fitness for a particular purpose and all other obligations or liabilities, including liability for incidental, special or consequential damages or labor.

In the event of a defect or failure covered under this Limited Warranty, please contact Armstrong immediately by phone (877/276-7876, option #2), fax (800/572-TECH) or email (techline@armstrongceilings.com or techlatin@armstrongceilings.com para consultas en español). Be prepared to give the model number, serial number and full description of the issue. This Limited Warranty will not apply if the MI serial number affixed to the product has been removed, obliterated or defaced.

Armstrong's Customer Service department will attempt to solve the problem over the phone. If it becomes necessary, the Sellers will determine, in their sole discretion, the best way to address the issue. We may require that the product be sent to MI's factory for repair. In limited instances, we may dispatch an authorized service technician. No product serviced by other than our authorized service technician will be covered by this Limited Warranty.

In the event we determine that your product needs to be repaired, either onsite or by return to the factory, please do not continue to use your product. Neither Seller is responsible for any costs, expenses, losses or damage resulting from your continued use of the product prior to its authorized repair. Neither Seller is responsible for costs or expenses incurred for loss of use of the product.

If we require the return of the product to the factory, you will be provided with a Return Authorization number. Products sent to the factory without a Return Authorization number will not be accepted. It is your obligation to arrange for return shipment of your product to the factory for warranty service, which shall be at your expense. Your Product must be returned to the factory within thirty (30) days of the date of the Return Authorization. Carefully package the product and return it, freight prepaid and insured, with the Return Authorization number clearly marked on the outside of the box, to Medical Illumination International, Inc., 19749 Dearborn St, Chatsworth, CA 91311 USA, RA# _____.

Damage resulting from inadequate packing is not covered by this warranty, and shipping insurance does not cover damage due to inadequate packing. Neither Seller may be held responsible for in-transit loss or damage. In the event that freight-related damage should occur, we will notify you immediately so that you can file a damage claim with the freight carrier.

Within the warranty period, we will evaluate your returned product, repair as appropriate, and ship the product back to you with freight costs prepaid. In the event that damage or failure is discovered that is not covered by this Limited Warranty, we will contact you for your approval of all costs that may be incurred prior to commencing any repairs.

This Limited Warranty does not cover the following:

- Any field labor or outside services, including, but not limited to, electricians, contractors, installation services, routine maintenance or other repair services.
- Damage to the product resulting from tampering, accident, abuse, negligence, alteration or other causes unrelated to problems with material and/or workmanship.
- Damage due to improper installation, use, cleaning or maintenance, as outlined in the Installation and Service Manual.
- Labor costs associated with removing, re-packaging for shipment or reinstalling product.