INTRODUCING

10 Years
SOT Manufacturer's Warranty

Quality you can count on. For the entire product life cycle.

Our AngE™ vascular diagnostic products are designed for precision and durability. That is why we are expanding our quality promise to include a 10-year worldwide manufacturer's warranty for devices purchased on or after **January 1, 2026**.

YOUR WARRANTY COVERAGE

COVERED FOR 10 YEARS

- Material and manufacturing defects in our **AngE PRO4**, **AngE PRO8**, and **AngE PHLEBO** medical devices
- Defects resulting from design or assembly
- Repair or replacement of affected parts

NOT INCLUDED

- Cuffs, sensor heads, consumables, cables, and accessories
- Third-party system components, such as Doppler devices, Doppler probes, computers, isolation transformers, etc.
- Normal signs of wear and tear, damage caused by drops, impacts, transport, or liquids, as well as improper use or maintenance

CONDITIONS

Regular Service is required

The safety and metrological inspections (services) required for the device must be performed at least once every 24 months. The costs of these periodic inspections are not covered by the warranty.

Please keep the test reports on file.



WARRANTY EXPANSION

We are expanding our existing warranty coverage for the AngE PRO4, AngE PRO8, and AngE PHLEBO medical devices. For other products, the applicable statutory and contractual warranty claims, as well as any warranties provided by the respective manufacturers, continue to apply.

IMPORTANT

Voluntary warranty coverage with no legal entitlement until revoked. Proper use in accordance with the user manual and repairs performed exclusively by SOT or authorized service centers. In the event of a warranty claim, please have your proof of purchase, serial number, and test reports ready.

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QUESTIONS & ANSWERS

FAQs

Everything you need to know about the extended manufacturer's warranty.

Which devices are covered by the warranty?

For new SOT medical devices (AngE PRO4, AngE PRO8, and AngE PHLEBO) purchased on or after January 1, 2026, by a commercial end customer from SOT or an authorized distributor.

What service is required?

The safety and metrological inspections required for your device must be performed at least every 24 months, or sooner if required by law or the manufacturer's specifications. The inspections must be performed at the intervals specified by law or the manufacturer, whichever is sooner.

When does it start and end?

It is valid for ten years from the original purchase date as documented on the sales invoice. Repairs do not extend the warranty period.

Do I need to provide proof of the inspections?

Yes. Please keep your inspection reports and other required service records. **The inspection costs themselves are not covered by the warranty**.

What is a manufacturing defect?

A defect in the device itself that can be proven to be attributable to the materials, manufacturing, or design.

Does the warranty apply outside of Europe as well?

Yes, worldwide. Outside of Austria, orders are typically processed through your authorized SOT sales partner.

Are cuffs and cables covered by the warranty?

No. Consumables and separate accessories—such as cuffs, cables, or other accessories—are excluded.

How do I file a warranty claim?

Please contact your sales partner or SOT before sending in the product. You will need to provide the serial number, proof of purchase, test reports, and a description of the problem.

Is damage caused by falls or wear and tear covered?

No. The warranty does not cover normal wear and tear, improper use, external influences, or unauthorized repairs.

Who covers shipping costs?

The cost of insured shipping to the destination, including secure packaging and, if applicable, customs formalities, is generally borne by the customer.

Can I repair my system myself?

Unauthorized modifications are not covered. Repairs and modifications must be performed exclusively by SOT or authorized service centers.

Will I get a loaner device while my device is being repaired?

A loaner or replacement unit to serve as a temporary solution is not included in the scope of service. If a defect is not covered, you will receive a separate repair estimate if necessary.

10 YEAR WARRANTY

Warranty Terms

Version October 2026 · Further binding provisions

01 Guarantor

Sonotechnik Austria Angio Experience GmbH (SOT Medical Systems), Alte Hollenburger Straße 4, 9161 Maria Rain, Austria; office@sot-medical.com, +43 4227 84 991, www.sot-medical.com.

02 Customer Group and Scope

This voluntary warranty is granted until revoked and intended exclusively for business owners and professional commercial/ institutional operators (B2B). It applies worldwide to brand-new medical devices manufactured by SOT (base units) that the end customer purchases from SOT or an authorized distribution partner on or after January 1, 2026. The invoice issued to the end customer serves as the basis for this warranty.

03 Warranty Period

The warranty begins on the original date of purchase by the customer or sales partner, as indicated on the invoice, and expires after ten years without extension. Exchanges, repairs, and replacement parts do not trigger a new warranty period; for replacement parts, the remaining warranty period applies.

04 Guaranteed Defect

Following inspection by SOT, this warranty covers material, manufacturing, and design defects in the base unit, provided that their cause is attributable to the manufacturing process. No specific uninterrupted operational readiness or general performance guarantee is provided.

05 Items Not Included

This does not include consumables, separate accessories (in particular cuffs, sensorheads, probes, cables, and other accessories), maintenance and inspection services, software/ cloud subscriptions, or third-party services.

06 Exclusions

Damage caused by improper operation, use not in accordance with the intended purpose, inadequate storage or care, drops, impacts, crushing, liquids, power surges, external influences, transport after delivery, as well as unauthorized tampering, modifications, or repairs, and normal signs of wear and tear, is excluded.

07 Maintenance and Inspection Requirements

A prerequisite is proper compliance with the maintenance schedules specified by SOT for the respective device, as well as inspections, where applicable, at least every 24 months; shorter mandated intervals shall prevail. Inspections must be performed by entities qualified by the manufacturer and documented in reports. Without this documentation, no warranty claim exists.

08 Submission and Shipping

The customer must report a potential warranty claim without undue delay to SOT or its authorized distributor and provide the serial number, proof of purchase, inspection/maintenance records, and a description of the defect. The unit may only be shipped after consultation with SOT or the distributor. SOT may inspect the device and determine the cause of the defect.

09 Warranty Coverage

In the event of a recognized manufacturer defect, SOT will choose between a free repair, replacement of defective parts, or delivery of an equivalent replacement unit. There is no entitlement to a new unit or a specific replacement model. Replaced parts become the property of SOT.

10 Transport and Fees

The customer is responsible for secure packaging, shipping to the agreed-upon service center, transportation insurance, and any shipping or customs formalities associated with sending the item in. In the event of a valid warranty claim, SOT will cover the standard return shipping costs after the repair; express shipping, special shipping, customs, tax, and import costs, as well as removal/ installation and travel expenses, are not included.

11 Services not Included

Loaner and temporary replacement equipment, on-site service, loss of use, lost profits, consequential costs, and routine inspections are not covered by this warranty. In the event of a defect not covered by the warranty, SOT will, upon request and subject to separate approval, offer a repair service for a fee.

12 Miscellaneous and Legal System

This warranty supplements any statutory or contractual claims against the seller and does not limit mandatory rights, in particular claims arising from product liability and personal injury; Austrian law applies, excluding the United Nations Convention on Contracts for the International Sale of Goods; the place of jurisdiction, to the extent permitted by law, is the court with subject-matter jurisdiction at the guarantor's place of business.