

alliage

**WARRANTY POLICY
ALLIAGE S/A**

01/07/2025

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With a view to continuous improvement and the satisfaction of our customers, this topic explains all the information necessary for any need to activate the warranty on products purchased from Alliage S/A or any other official sales channel.

1. ALLIAGE WARRANTY POLICY

This Warranty Policy applies to all products developed, produced and marketed by *Alliage S/A Indústrias Médico Odontológica* and complies with current Consumer Protection legislation.

2. WARRANTY

The product warranty is the responsibility assumed by the supplier/manufacturer to deliver goods free of defects and in working order, as provided for in article 445 of the Brazilian Civil Code. The warranty has two different periods of coverage, the first being the legal warranty and the second the contractual warranty offered by the supplier/manufacturer, to be counted from the date of issue of the sales invoice to the end customer.

The warranty coverage period varies according to the product purchased, as shown on the table below.

For countries where the legal warranty is 12 months or more, the contractual warranty coverage periods may change, so it is recommended that you contact the subsidiary responsible to align this coverage.

3. ALLIAGE S/A WARRANTY

Alliage S/A Indústrias Médico Odontológica guarantees its products against any manufacturing defects, whether material or workmanship, provided they are identified within the warranty period.

For each family of products, Alliage S/A offers a certain period of contractual coverage, which starts from the date of purchase of the product, as evidenced by the sales invoice.

Table 4 below lists the products manufactured and marketed by Alliage S/A, which are covered by the accredited technical assistance network and their respective warranty coverage:

PRODUCT FAMILY	PRODUCT	TOTAL WARRANTY	EXTENDED WARRANTY	QR CODE REGISTRATION
Dental Office	Dental Chairs	12 months *	Applicable	YES
Extraoral Imaging	Tomographs PRO	60 months **	Not applicable	YES
	Tomographs ONE	12 months	Applicable	YES
Intraoral Imaging	Intraoral Sensor	12 months	Not applicable	NO
	IOS Intraoral Scanner	36 months ***	Not applicable	NO
	Portable x-Ray	12 months	Not applicable	YES
	Periapical x-Ray	12 months	Not applicable	YES
Handpieces	Digitalizer	12 months	Not applicable	NO
	Academic Handpieces Kit	6 months ****	Not applicable	YES ****

	Electric Micromotor	6 months	Not applicable	NO
	Contra-angle handpieces	6 months	Not applicable	YES
	High Rotation Handpieces	6 months	Not applicable	YES
	Straight Handpieces	6 months	Not applicable	YES
Peripherals	Autoclave	24 months *****	Not applicable	YES
	Vacuum Pump	12 months	Not applicable	YES
	Prophylaxis Equipment	24 months	Not applicable	YES
	Periodontal Tips	3 months	Not applicable	NO

Table 1: Total coverage periods and extended warranty by product Family

Total warranty refers to the sum of the legal warranty (3 months, in the case of Brazil) plus the contractual warranty offered by the manufacturer, which varies according to the model of the purchased product.

* Upholstery and stools have a total warranty coverage of 6 months, directly with the manufacturers, as per table 5 presented below.

** PRO model tomographs from the Dabi Atlante brand have a 1-year total warranty and 4 years of warranty on the X-ray emitter (tubehead) and image capture sensor, covering the provision of parts in the case of warranty activation, but not covering the costs involved in technical assistance, such as labor and travel expenses. The extended warranty is also subject to product registration via QR Code at the time of receipt and the correct execution of the preventive maintenance plan as specified in the product manual.

*** Intraoral Scanner Eagle IOS: 3 years of warranty, with the first year covering the complete product, and the following years covering the video capture system, including the provision of necessary parts but not covering technical service costs such as labor and travel expenses.

**** Dentistry Students are entitled to extended warranty coverage. This extended warranty is limited to the duration of the course, with a maximum period of 5 years from the date of the first enrollment, whichever comes first (completion of the course or 5 years of coverage). To verify student status, the student must access the link <https://dabiatlante.com.br/garantiaestendida> and register the purchased product. This program is exclusive to students in training and applies only during the normal undergraduate period. The product warranty can only be accessed through the authorized technical assistance network listed on our website. The warranty does not cover parts damaged by misuse, such as lack of lubrication, impact or fall, excessive air pressure from the equipment, and signs of tampering.

***** The autoclave has a 24-month guarantee, except for the electrical resistance part, which has a 6-month guarantee.

Note 1: Software comes with a 3-month warranty, starting from the date of issuance of the corresponding product's invoice.

Note 2: Pre-owned / used products do not have a factory warranty, nor do they have the right to exchange or return.

Note 3: According to Article 754 of the Brazilian Civil Code, the time limit for the recipient of the shipment to submit any claim to the carrier regarding partial loss or damage to the shipment is ten days, starting from the date of the receipt of the product at the destination. It is the responsibility of the end customer to verify the product's integrity at the time of receipt and to contact the responsible carrier when the shipping method is FOB (Free on Board – Customer contracted).

There are also products sold by Alliage S/A where warranty services are provided directly by their respective manufacturers. In these cases, the customer must contact them directly, using the contact information below:

PRODUCT	TOTAL WARRANTY	MANUFACTURER	WEBSITE / TECHNICAL ASSISTANCE	CONTACTS
Dental Stool	6 months	Guará Móveis	Unavailable	at@guaramoveis.com.br / +55(16) 99115-3623
Upholstery	6 months			
Stabilizers	12 months	CS Eletro	https://www.cseleetro.com.br/politicas-de-garantias/	assistec3@cseleetro.com.br / +55(54) 9685-3034 / +55(54) 3238-8300 – opção 7
Compressors	12 months	Chiaperini Compressores	https://www.chiaperini.com.br/assistencia-tecnica/	astecnica@chiaperini.com.br / sac@chiaperini.com.br / +55(16) 3954-9410

Table 2: Product information sold by Alliage and warranty activation

For international units, the warranties described above may be subject to changes, according to the agreements made between Alliage and its distributors. In these cases, the warranty claim must be submitted with, in addition to the necessary documents previously described in this document, the warranty contract with Alliage units, in order to verify the authenticity of the warranty extension.

All Authorized Distributors who are classified as Authorized Technical Assistance (TA) MUST provide services and attend to defective equipment, regardless of which distributor made the sale. Alliage's will ALWAYS be directed to the TA closest to the end customer. All equipment within the warranty period must be serviced and no amount must be passed on to the end customer in cases where a manufacturing defect is found, premature failures occurring under the correct condition of use of the equipment and operations provided for in the product manual (applicable only in locations where Alliage has Accredited Technical Assistance). In all other cases, the costs of labor and technical visits will be the responsibility of the customer.

In cases where a technician must travel to the end customer, the customer may be charged the cost of travel plus the technical hour for the benefit of on-site customer service.

3.1 WARRANTY ON PRODUCTS PURCHASED THROUGH AUTHORIZED SERVICE

Finished products sold through authorized technical assistance, after the repair diagnosis and condemnation of the equipment, have a legal and contractual warranty according to the topics below:

- **W&H handpieces:** 3 months;
- **PS digitizer:** 3 months;
- **Intraoral sensor:** 6 months;
- **Portable X-ray:** 6 months.

4 EXTENDED WARRANTY - ALLIAGE S/A

There is also the possibility of selling an Extended Warranty to end customers who purchase Dental Chairs and Tomographs. For more information on applicability, conditions and values, please contact the After Sales team at through the customer service contacts available on the brands' official websites.

5 SPARE PARTS WARRANTY

The warranty coverage periods for replacement parts sold are as indicated below, for potential manufacturing defects, not covering misuse or improper installation:

- 3 months when the part is sold and applied by unauthorized professionals or by the customer themselves;
- 6 months when the part is sold and applied by authorized professionals (Alliage Distributors).

The periods mentioned above are calculated from the issuance of the Authorized Alliage Distributor's sales invoice to the end customer or directly by Alliage to the end customer.

6 CONTACTS FOR WARRANTY CLAIMS

The following contact channels can be used to initiate a warranty process:

6.1 CONTACT WITH THE AUTHORIZED TECHNICAL SUPPORT NETWORK

For any warranty claims, simply visit the Alliage S/A brands' website, find the nearest authorized service center and schedule a technical evaluation and service.

The direct link to the list of authorized service centers for each of the Alliage S/A brands can be found in Topic 3.4 of this document.

To initiate a warranty claim, the product must be properly registered via the QR Code printed on the packaging or, if no QR Code is available, via a link provided in this document that leads to the warranty registration website. Additionally, the owner must have the following documents:

- Product Purchase Invoice;
- Product Warranty Certificate;
- Basic information such as model, brand, and serial number of the product;
- Proof of completion of mandatory preventive maintenance (if applicable).

For tomographs warranty claims, always follow Topic 6.6.3, and then Alliage will direct an authorized service center for assistance, if necessary.

6.2 CONTATO COM O SAC ALLIAGE

If you have any questions or difficulties locating and contacting one of our authorized service centers, you can reach out to Customer Service (SAC) via the following phone numbers: **+55 (16) 3512-1212 – Opção 5**, **+55 (16) 98227-0297** / **+55 (16) 98246-0143** / **+55 (16) 98227-0182**, or by email at **sac@alliage-global.com**.

It is also possible to open service requests directly on the Movidesk platform, using the links provided in Topic 6.6.3.

6.3 CONTATO VIA PLATAFORMA MOVIDESK

O Movidesk is the official technical support platform used by Alliage S/A.

All distributors or end customers requiring support must access the platform, open a ticket, and await contact from the technical support specialists.

For **end customers** using equipment from the imaging line, the following link should be accessed to open tickets: <https://alliageglobal.movidesk.com/form/2995/>.

7 PREVENTIVE MAINTENANCE PLANS FOR ALLIAGE PRODUCTS

For proper operation and durability of the product, Alliage S/A, as the manufacturer, advises customers, authorized service centers, and technicians to perform preventive maintenance regularly. To this end, the Preventive Maintenance Plan, located on Conecta, guides technicians on how to carry out these maintenance tasks, providing a step-by-step process on how to analyze the proper functioning of the product, the frequency of reviews, which parts and tools are needed, and includes a checklist to be filled out as proof of performing the preventive maintenance.

The Preventive Maintenance Plans for dental chairs and imaging products must be in possession of the technician, along with two printed copies of the pages corresponding to the product and the maintenance visit to the customer. One copy should be handed to the customer along with the Service Order and the other copy will remain with the technician and/or the service center.

It is possible to find the documents on Conecta through the following links:

- Dental Chairs and Peripherals: https://conecta-alliage.com/PreventiveMaintenancePlan_112024.pdf
- Imaging Products: https://conecta-alliage.com/PreventiveManintenancePlan-EAGLE_112024.pdf

8 WHAT IS NOT COVERED BY THE WARRANTY?

The warranty does not cover any defects arising from natural wear and tear, misuse, or any occurrence that may damage the product.

Any occurrences or uses not specified and indicated in the product manual will result in the loss of the warranty.

Any installations, modifications made to the products, or maintenance performed by non-authorized Alliage companies will also result in the loss of the warranty.

In addition to natural wear and tear from frequent use, other factors that may contribute to premature deterioration of the products also result in the loss of the warranty, including:

1. Use of unauthorized chemical agents for cleaning and sanitizing the products;
2. Failure to clean the products according to the specified frequencies in the manuals;
3. Failure to lubricate moving parts;
4. Impacts, falls, or any other type of mechanical damage to the products;
5. Incorrect electrical voltage supply;
6. Use of non-genuine Alliage S/A replacement parts.

9 SHIPPING

In situations where the product needs to be sent for warranty analysis to one of the authorized service centers, the customer will be responsible for the shipment of the product, component, or part, accompanied by a copy of the purchase invoice and the Warranty Dispatch Invoice (CFOP 5.949 if the operation is internal, or CFOP 6.949 for interstate operations). Alliage S/A is not responsible for lost or damaged packages during the shipping process.

The cost of shipping the product is the responsibility of the customer.

In the invoice body, describe the products being sent and do not highlight the ICMS (Tax on Circulation of Goods and Services).

9.1 TIMELINES AND CONDITIONS

Alliage S/A has a maximum period of 30 days, starting from the receipt of the product and all necessary documentation to process the case, to return the product to the customer.

The options for upholstery colors and stools available at the time of purchase may change over time. For further information, please contact the supplier listed in Table 2 of this document.

If the product is not accompanied by the warranty dispatch invoice, it will be returned to the sender for adjustment.

If the product is not accompanied by the purchase invoice, the service will be considered as corrective maintenance outside of warranty, and a repair estimate will be prepared and submitted for customer approval.

In cases where the estimate is not approved within 15 days, the customer will be asked to pick up the product. After 25 days from the submission of the estimate, a transportation company will be asked to collect the product at the customer's expense.

10 EXTERNAL MARKET WARRANTY

10.1 ARGENTINA UNIT

Warranty Coverage of Products: The legal warranty period in Argentina is 6 months; therefore, the same total coverage periods outlined in Table 4 of topic 6.3 remain, except for the Periodontics Tip product family, which will have a 6-month coverage.

Warranty Coverage of Parts: Replacement parts sold have a legal warranty coverage of 6 months, starting from the issuance date of the sales invoice to the end customer.

10.2 LATAM UNITS

Warranty Coverage of Products: For Latin American countries where the applicable legislation sets a legal warranty period shorter than the Total Warranty offered by Alliage, the coverage periods described in Table 4 of topic 6.3 remain valid.

In cases where the required Legal Warranty period in the country exceeds the Total Warranty offered by Alliage, the period specified by the local legislation shall apply.

Warranty Coverage of Parts: The replacement parts sold have a legal warranty coverage of 6 months from the date of the sales invoice issuance, except for countries where the required legal warranty period is longer than 6 months, in which case the period specified by local legislation applies.

10.3 MEXICO UNIT

Warranty Coverage of Products: According to the current Federal Consumer Protection Law in Mexico (https://www.profeco.gob.mx/juridico/pdf/1_lfpc_ultimo_camdip.pdf), Alliage S/A, as the provider, must be responsible for the repair service provided during the warranty period. The time taken for repairs to be performed within this period will not be counted.

Warranty Coverage of Parts: The replacement parts sold have a legal warranty coverage of 6 months from the date of the sales invoice issuance, except for countries where the required legal warranty period is longer than 6 months, in which case the period specified by local legislation applies.

10.4 USA UNIT

Warranty Coverage of Products: During the standard warranty period, all products, parts, and services will be covered by Alliage S/A. At the end of this period, if the customer opts for an extended warranty, it will apply to the specified parts (image capture sensor and X-ray emitter/tubehead), which outlines the conditions for the extended warranty. If the customer does not choose this option, the products, parts, and services will no longer be covered under warranty. The number of days during the warranty period in which the product was unusable for repairs will be added to the total warranty period.

For more information, refer to the Federal Trade Commission Act, available at: <http://uscode.house.gov/view.xhtml?req=granuleid%3AUSC-prelim-title15-chapter2-subchapter1&edition=prelim>.

Warranty Coverage of Parts: Replacement/spare parts and services provided are covered by Legal Warranty for 3 months, starting from the date of the invoice issued to the final customer.

10.5 INTERNATIONAL UNIT

Regarding the Warranty Coverage Period for Alliage International, the coverage period is 18 months for Products and Parts, starting from the date of shipment of the material to the final customer.

This shipment date may vary between the date of dispatch from Alliage International to the distributor or the date of direct shipment from Brazil, depending on the financial and logistical viability of these two options.

Alliage International also has a dedicated website for technical support to customers and distributors, available at: <https://www.alliage-support.com/>.

11 VALIDITY OF THE POLICY

This Warranty Policy and its updates come into effect immediately upon publication, with no predetermined expiration date.

Alliage S/A reserves the right to review and modify this Policy whenever necessary, ensuring prior communication and disclosure to its customers and distributors through official notifications.

Alliage S/A retains the exclusive right to modify, revise, or extend this warranty policy.

This is Revision number 00, effective from January 1st, 2025.