



**WARRANTY POLICY
ALLIAGE**

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1. WARRANTY

With the aim of continuous improvement and ensuring customer satisfaction, this section provides all the necessary information regarding the warranty process for products purchased from Alliage S/A or through any other official sales channel.

1.1 ALLIAGE WARRANTY POLICY

This Warranty Policy applies to all products developed, manufactured, and marketed by Alliage S/A Indústrias Médico Odontológica and complies with the applicable consumer protection legislation.

1.2 GENERAL WARRANTY INFORMATION

The product warranty is the responsibility assumed by the supplier/manufacturer to provide products free from manufacturing defects and in proper working condition, in accordance with applicable legislation.

The warranty consists of two distinct coverage periods: the Legal Warranty and the Contractual Warranty offered by the supplier/manufacturer. Both periods are counted from the date of issuance of the Sales Invoice to the end customer.

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

For countries where the legal warranty period is 12 months or longer, the contractual warranty coverage may differ. Therefore, customers are advised to contact the responsible local subsidiary or authorized distributor to confirm the applicable warranty coverage.

1.3 ALLIAGE S/A WARRANTY

Alliage S/A Indústrias Médico Odontológica warrants its products against any manufacturing defects in materials or workmanship, provided that such defects are identified within the applicable warranty period.

Each product family is covered by a specific contractual warranty period offered by Alliage S/A, which begins on the date of product purchase, as evidenced by the Sales Invoice.

Table 1 below lists the products manufactured and marketed by Alliage S/A, serviced through the company's authorized technical assistance network, along with their respective warranty coverage periods:

PRODUCT FAMILY	PRODUCT	TOTAL WARRANTY	EXTENDED WARRANTY	QR CODE REGISTER (WARRANTY)
Dental Equipment	Dental Chairs	12 months *	Applicable	YES
Extraoral Imaging	PRO CBCT	60 months **	Applicable	YES
	ONE CBCT	12 months	Applicable	YES
Intraoral Imaging	Intraoral Sensor	12 months	Not applicable	YES
	Intraoral Scanner	12 e 36 months ***	Not applicable	YES
	Portable X-ray	12 months	Not applicable	YES
	Periapical X-ray	12 months	Not applicable	YES
	Image Plate Scanner	6 months	Not applicable	YES
Handpieces	Academic Kit	6 months ****	Applicable	YES ****
	Electric Micromotor	6 months	Not applicable	NO
	Contra-Angle Handpiece	6 months	Not applicable	YES

	High-Speed Handpiece	6 months	Not applicable	YES
	Straight Handpiece	6 months	Not applicable	YES
Peripheral Equipment	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 Warranty Coverage and Extended Warranty Periods by Product Family

A Total Warranty is defined as the sum of the Legal Warranty (3 months, applicable in Brazil) and the Contractual Warranty provided by the manufacturer, which varies according to the product model purchased.

The legal and contractual warranties provided by the manufacturer cover only the supply of replacement parts, provided that, after technical inspection of the product, the need for repair is confirmed to result from a manufacturing defect covered under the warranty.

Any expenses related to technical service, including travel, on-site service visits, labor, freight, and any other costs arising from the service provided, shall be negotiated and settled directly between the customer and the authorized technical service provider. Such expenses are not the responsibility of the manufacturer, whose obligation under this warranty is limited to supplying the applicable replacement parts.

For products purchased on or after August 1, 2026, Alliage will no longer reimburse labor costs for repairs performed under warranty.

* Upholstery and operator stools are covered by a 6-month total warranty, provided directly by their respective manufacturers, as detailed in Table 2 below.

** Dabi Atlante PRO CBCT Systems include 1 year of total warranty plus 4 additional years of coverage for the X-ray emitter (tube head) and the image sensor. This extended warranty covers the supply of replacement parts when a warranty claim is approved but does not cover technical service costs, such as labor or travel expenses. Eligibility for the extended warranty is subject to product registration via the QR Code upon receipt and compliance with the preventive maintenance schedule specified in the product manual.

*** Eagle IOS Intraoral Scanner: 3-year warranty, consisting of 1 year of full product warranty followed by 2 additional years covering the image acquisition video system. The extended coverage includes replacement parts only and excludes labor and travel costs.

Eagle Scan Intraoral Scanner: 1-year total warranty, excluding the plastic scanning tip, which is considered a normal wear item.

**** Dental students are eligible for an Extended Warranty Program. The extended warranty is valid for the duration of the academic program, up to a maximum of 5 years from the date of the student's first enrollment, whichever occurs first (graduation or 5 years of coverage).

To qualify, the purchase invoice must be issued in the student's name, and the product must be registered at <https://dabiatlante.com.br/garantiaestendida>.

This program is exclusively available to undergraduate dental students and is valid only during the normal course of study. Warranty services are available exclusively through Alliage's network of authorized service centers listed on the company's official websites.

The warranty does not cover damage resulting from misuse, including but not limited to lack of lubrication, impacts or drops, excessive equipment air pressure, or evidence of unauthorized tampering.

***** Autoclaves are covered by a 24-month warranty, except for the heating element, which is covered for 6 months.

Note 1: Dental software has a 3-month warranty, counted from the date of issuance of the corresponding Product Sales Invoice. Dental software is understood to include the following software: Eagle Eye, Saevo Image, On Demand, AI Licenses, etc.

Note 2: Refurbished / used products do not have a manufacturer's warranty nor the right to exchange or return.

Note 3: Products purchased from trade show displays have a 3-month legal warranty against functional defects, with no warranty coverage for aesthetic defects or missing parts (visual inspection by the purchaser at the time of negotiation is mandatory).

Note 4: Products purchased from the showroom have a 12-month warranty from the date of sale to the end customer.

Note 5: According to Article 754 of the Civil Code, the limitation period for the consignee of the cargo to submit to the carrier any claim based on partial loss or damage to the cargo is ten days from the receipt of the product at the final destination. It is the responsibility of the end customer to verify the integrity of the product upon receipt and to contact the responsible carrier when the freight modality is FOB (Free on Board – Contracted by the customer), or to contact one of the Authorized Technical Assistance Centers for service when the contracted freight modality is CIF (Cost, Insurance and Freight – Contracted by Alliage).

There are also products marketed by Alliage S/A for which warranty services are performed directly by their respective manufacturers, and the customer must contact them directly, according to the contact information below:

PRODUCT	TOTAL WARRANTY	MANUFACTURER	WEBSITE / TECHNICAL ASSISTANCE	WARRANTY CONTACT INFORMATION
Stools	6 months	Guará Móveis	Não Disponível	at@guara-sec.com.br / 55(16) 99115-3623
Upholstery	6 months			
Voltage Stabilizers	12 months	CS Eletro	https://www.cseleetro.com.br/politicas-de-garantias/	assistec3@cseleetro.com.br / 55(54) 9685-3034 / (54) 3238-8300 – opção 7
Air 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: Information on Products Marketed by Alliage and Warranty Claims

For international subsidiaries, the warranty terms described above may be subject to change according to the agreements established between Alliage and its distributors. In such cases, warranty claims must be submitted together with the documents previously described in this document, as well as the warranty agreement with the respective Alliage subsidiary, in order to verify the validity of the extended warranty coverage.

1.4 ALLIAGE S/A EXTENDED WARRANTY (ALLIAGE CARE PROGRAM)

There is also the possibility of purchasing an Extended Warranty for end customers who acquire Dental Chairs and CBCT Systems, with pricing to be presented at the time of the product sales negotiation.

The Extended Warranty may be purchased at the time of the product purchase or up to 3 months before the expiration of the product's original warranty period.

Once purchased, the coverage is valid for 12 months, with no renewal limit and non-automatic renewal.

To purchase the Extended Warranty, the customer must perform the product self-inspection and submit it for Alliage's evaluation. If approved, a payment link will be provided, and once payment is confirmed, the product will automatically be covered.

The self-inspection checklist can be accessed through:

<https://app.checklistfacil.com.br/api/spa/v1/apply/evaluations/create/30b4762cea92ba0bfc859d5058297c4f>

The indication of the Extended Warranty period sold must be entered by the distributor within the product configurator in the Alliage CRM system, in alignment with the Sales Administration department.

The Extended Warranty covers the supply of replacement parts when the warranty claim is validated. It does not cover technical service costs, such as labor or travel expenses. The validity of the Extended Warranty is also subject to the proper execution of the preventive maintenance plan.

The Extended Warranty coverage period begins immediately after the expiration of the contractual warranty.

1.5 WARRANTY CLAIM CONTACT CHANNELS

The following contact channels may be used to initiate a warranty claim:

1.5.1 CONTACTING THE AUTHORIZED TECHNICAL ASSISTANCE NETWORK

To request warranty service, simply access the Alliage brand website, locate the Authorized Technical Assistance Center closest to your location, and schedule the technical evaluation and service.

To request warranty service, the product must be properly registered using the QR Code printed on the packaging. In addition, the owner must have:

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

For warranty claims involving CBCT Systems, always open a ticket through the ZohoDesk platform using the following link <https://support.alliage-global.com/portal/pt-br/newticket>, Alliage will assign an Authorized Technical Assistance Center to perform the service, if necessary.

1.5.2 CONTACTING ALLIAGE CUSTOMER SERVICE

If you have any questions or difficulty locating or contacting one of our Authorized Technical Assistance Centers, you may contact Alliage Customer Service through the ticket submission link: <https://alliatesa.zohodesk.com/portal/pt-br/newticket?departmentId>, telephone **55(16) 98227-0297** / **55(16) 98246-0143** or e-mail sac@alliage-global.com.

1.5.3 CONTACT VIA THE ZOHODESK PLATFORM

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

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

Below is the link for ticket submission available to end customers and Authorized Technical Assistance Centers for all regions where Alliage provides support: <https://alliatesa.zohodesk.com/portal/pt-br/newticket?departmentId>.

2. REPLACEMENT PARTS WARRANTY

The warranty coverage periods for replacement parts are as follows for manufacturing defects only, and therefore do not cover misuse or improper installation:

- 3 months when the part is sold and installed by non-authorized personnel or by the customer;
- 12 months when the part is sold and installed by authorized personnel (Alliage Distributors);

The warranty periods indicated above are counted from the date of issuance of the Sales Invoice (NF) from the Authorized Alliage Distributor to the end customer, or directly from Alliage to the end customer.