



## Ergoray Digital Intraoral X-Ray Sensor Warranty Policy

*Issued by Mid America Dental Sales, Inc.*

---

### Limited Warranty Statement

Mid America Dental Sales, Inc. guarantees that the Ergoray (formerly Polaroid Ray) Digital Intraoral Sensor is manufactured in compliance with all applicable regulations and meets high standards of safety and quality for clinical use.

### Warranty Coverage

This warranty provides protection against manufacturing defects for a period of **24 months** from the original invoice date.

Covered defects include, but are not limited to:

- Permanent image artifacts (e.g., uncorrectable dead pixels or lines)
- Electronic component failures not caused by misuse
- Factory-related sealing issues or internal defects
- Manufacturing flaws affecting normal sensor function

Warranty coverage **does not** include damage resulting from misuse, negligence, improper handling, or accidents. Such damage will be classified as **“Out of Warranty.”**

---

### Out of Warranty Conditions

The following examples illustrate damage or failure **not covered** under warranty:

#### 1. Impact or Physical Damage:

- Cracked or shattered internal scintillators
- Broken or dislodged micro circuits, solder joints, or PC boards
- USB connector or cable assembly damage
- Compromised water-tight seals



## 2. Cable Damage:

- Excessive bending, twisting, or crushing
- Pulling the sensor or disconnecting by yanking the USB cable
- Chair roll-over damage (e.g., flat spots on cable)
- USB connector bent, twisted, burnt, or missing pieces

## 3. Environmental or Electrical Damage:

- Power surges or voltage spikes
- Exposure to flooding, fire, lightning, or chemicals

## 4. Improper Use or Maintenance:

- Patient bite damage
- Immersing the sensor in disinfectant or placing it in an autoclave
- Use of hemostats, tweezers, or other tools to grip the sensor
- Use of improper or ill-fitting holders or bite blocks

Mid America Dental Sales, Inc. reserves the right to void this warranty at its sole discretion if it determines that the product was intentionally damaged or misused.

---

## Service & Repair Process

### In the event of a possible sensor failure:

#### 1. Contact Support:

Reach out to our technical support team to report the issue.

#### 2. Return Merchandise Authorization (RMA):

If necessary, our team will issue an RMA for return and evaluation.

#### 3. Diagnostic Fee:

A **\$95 diagnostic bench fee** will be charged to inspect and test the sensor. If the issue is determined to be **covered under warranty**, the bench fee will be **waived**.

#### 4. Repair or Replacement:

- If covered: A replacement unit will be shipped within **24-48 hours**.
- If not covered: You will receive a quote for repair or replacement.



---

## Shipping Policy

- **Customer is responsible** for shipping the product to Mid America Dental Sales, Inc.
- If the issue is determined to be covered under warranty, **we will cover return shipping.**
- For non-warranty repairs, **return shipping costs are the responsibility of the customer.**

---

For support, warranty claims, or service inquiries, please contact:

**Mid America Dental Sales, Inc.**

[Support@dentalsalesinc.com](mailto:Support@dentalsalesinc.com)

[Contact & Support | MADS](#)

**(630) 629-6646**