

Warranty & Support Policy

Andau Medical is committed to providing reliable products and responsive support to the clinicians who depend on them. As an authorized distributor of Admetec products, Andau facilitates warranty service in accordance with the manufacturer's warranty policies.

All warranty coverage relating to Admetec products reflects the Admetec manufacturer warranty. Andau Medical coordinates service, repair, and replacement support on behalf of Admetec.

Admetec Magnification Loupe Warranty (purchases after April 1st, 2026) Five-Year 'No Questions Asked!' Warranty

Admetec's warranty obligations for the Magnification Loupes are limited to the terms set forth below: The 'no questions asked' warranty covers defects in material and workmanship for a period of five (5) years, starting from the date of the original purchase. This shall, hereinafter, be referred to as the Warranty Period.

During the Warranty Period, if any defect is noticed:

1. Admetec will be responsible for repairing the loupes at no extra charge. The repair procedure might use either new or refurbished part(s), based on the availability of the material. This includes frames, hardware, and most loupe accessories.
2. Should it not be possible to make the repair, Admetec will be responsible for replacing the product with a new one or with another product that has been manufactured from a new or serviceable used part. The replaced part will have equal functional benefits as the original product.

Included in the five year warranty period is coverage for accidental damage and scratches.

This warranty includes configuration changes within the first 90 days of purchase, and configuration changes for students within the first 180 days of purchase.

The warranty covers defects in ocular components, including adhesive, for a period of eight (8) years, starting from the date of the original purchase.

Shipping Charges:

Should any defect arise after the first ninety (90) days of the Warranty Period, a shipping and handling charge may be applied to the buyer for repair or exchange of products.

Exclusions:

- Damage resulting from gross misuse, severe abuse, or improper handling.
- Configuration or declination changes requested beyond the first 90 days of the Warranty Period (180 days for students).

Note: When a product or part is exchanged, any replacement item will become the buyer's property, and the replaced item will become Admetec's property.

This warranty does not apply to the following:

This warranty does not apply to damage resulting from gross misuse, severe abuse, or improper handling of the product.

This warranty does not apply to configuration changes, or declination changes required beyond the first 90 days of warranty period.

Our 'No Questions Asked' pertains to no qualification of the warranty repair. We may ask for data that will help us track trends and performance for improvement purposes.

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Andau Support Commitment

As the authorized distributor, Andau Medical supports customers with:

- Warranty claim coordination
- Repair facilitation
- Replacement processing
- Service communication
- Product support guidance

All warranty coverage is provided by Admetec as the manufacturer. Andau Medical acts as the authorized distributor and service facilitator.

Admetec Products

- Loupe Frame Hardware – 5 years
- Loupe Oculars – 8 years
- Light Cables – 2 years
- Light Chargers – 2 years
- Auxiliary Items – 2 years
- Loupe Nose Pads – 5 years
- Lanyards / Side Shields – 6 months
- Flamingo (all parts) – 2 years
- Butterfly EVO light sources – 2 years
- Butterfly-S EVO light sources – 2 years
- Butterfly EVO Batteries – 1 year
- Butterfly EVO Extender – 2 years
- Orchid Batteries – 2 years
- Orchid light sources – 8 years
- Power Pack Repairs – up to 6 months

Warranty coverage for additional brands carried by Andau Medical

Andau Cloud™ Pillow

- Pillow - 1 year

Innovative Optics

- Laser Inserts - 1 year

ErgoFinger®

- ErgoFinger Hose Kit (including tailpiece & 2-in-1 Adapter) - 6 months

STA Single Tooth Anesthesia® System

- STA Instruments - 2 years
- STA Handpieces – 30 days
- STA Repairs - up to 3 months