

NISENE TECHNOLOGY GROUP, INC. · A POLYMATECH COMPANY

Vein Finder

LIMITED WARRANTY POLICY

Model: PM-VF-100

Version 1.0 · Effective October 14, 2026
United States warranty terms
Model PM-VF-100



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SECTION 01

Warrantor and covered product

This Limited Warranty applies to eligible Polymatech Vein Finders sold or officially distributed in the United States through Nisene Technology Group, Inc. or a recognized dealer, distributor or sales channel.

Polymatech Electronics Limited is the manufacturer. Nisene Technology Group, Inc. administers United States registration, service, warranty and RMA support.

SECTION 02

Standard and extended warranty periods

Every eligible Vein Finder is covered by a one-year standard limited warranty beginning on the original date of purchase.

The original purchaser may activate one additional year of limited warranty coverage by registering the product at www.nisene.com/register-product within seven calendar days after purchase. The maximum warranty period is two years from the original purchase date.

Registration does not restart or extend the warranty commencement date.

IMPORTANT

Failure to register within seven calendar days does not remove the one-year standard limited warranty or any non-waivable statutory rights. It only prevents activation of the additional second year.

SECTION 03

Product registration

To activate the additional second year, the purchaser must provide the following accurate information:

- Purchaser or organization name, email, telephone number, address and country;
- Product model and serial number;
- Original purchase date and seller, dealer or distributor name;
- Invoice or receipt number and a copy of acceptable proof of purchase; and

- Acceptance of the warranty terms and confirmation that the information is accurate.

Registration is complete only after Nisene issues an electronic confirmation.

SECTION 04

Proof of purchase

A dated invoice, receipt or equivalent transaction record is normally required. If acceptable proof is unavailable, Nisene may determine the commencement date using shipment, dealer, installation or serial-number records. Registration alone does not replace proof of purchase unless Nisene expressly accepts it.

SECTION 05

Warranty coverage

During the applicable warranty period, the warrantor warrants that the covered Vein Finder will be free from defects in materials and workmanship under normal use consistent with the instructions for use, safety information, cleaning and maintenance instructions, and intended professional use.

SECTION 06**Available remedies**

After technical evaluation of an eligible claim, the warrantor may, at its discretion:

- Repair the defective product or component;
- Replace the defective component;
- Replace the product with the same or a functionally equivalent model; or
- Provide another remedy required by applicable law.

Replacement products or components may be new or professionally refurbished where permitted by law. Coverage continues for the unexpired original warranty period or any longer minimum period required by law.

SECTION 07**Exclusions**

This Limited Warranty does not cover failure or damage caused by:

- Misuse, abuse, neglect, accident or improper handling;
- Use outside the intended purpose or contrary to supplied instructions;
- Improper installation, storage, transportation, cleaning or maintenance;
- Unauthorized opening, dismantling, modification or repair;
- Unsuitable power supplies, chargers, accessories or external devices;
- Fire, flood, excessive heat, abnormal electrical supply, liquid exposure or another external event;
- Normal wear or cosmetic deterioration that does not affect operation;
- Transportation damage after delivery to the purchaser;
- A removed, altered, defaced or unreadable serial number;
- Third-party software, accessories or equipment unless expressly covered; or
- A condition for which no product defect is found after evaluation.

Coverage may be denied only to the extent that an excluded circumstance caused or contributed to the reported defect.

SECTION 08

Clinical-use limitation

The warranty covers defects in the product. It does not guarantee identification of every vein, a particular clinical outcome, successful vascular access, suitability for every patient or condition, or performance outside the approved intended use.

The Vein Finder is an aid for trained personnel and does not replace professional clinical judgment.

SECTION 09**Making a warranty claim**

Before returning a product, the purchaser must contact Nisene and provide purchaser details, model and serial number, proof of purchase, a description of the problem, relevant photographs or video where requested, and reasonable diagnostic information.

No product should be returned without prior written authorization and a Return Material Authorization number. Nisene will provide packaging, shipping and return instructions.

SECTION 10**Inspection and no-fault findings**

Returned products may be inspected and tested before eligibility is confirmed. If no covered defect is found, Nisene may return the product, offer a chargeable repair, or charge reasonable inspection, handling or transportation costs after informing the customer. No chargeable work will be performed without authorization.

SECTION 11**Transportation costs**

Responsibility for inbound and outbound shipping, insurance, customs charges and related expenses will depend on the purchaser location, sales channel, claim finding, dealer agreement and applicable law.

Nisene will confirm the applicable transportation arrangement when issuing an RMA.

SECTION 12**Dealer and distributor purchases**

A purchaser who buys through a dealer or distributor may register directly with Nisene. The purchaser must identify the seller and provide valid proof of purchase. Nisene may verify the transaction with the seller.

SECTION 13

Transferability

The additional second-year warranty is intended for the original purchaser and is not transferable unless Nisene approves the transfer in writing and updates the registration record. This does not restrict rights granted to a subsequent owner by applicable law.

SECTION 14

Geographic scope

This policy applies to eligible products sold or officially distributed in the United States. Products purchased or used elsewhere may be governed by separate terms, distributor arrangements and local law.

SECTION 15

Limitation of liability

To the maximum extent permitted by applicable law, the warrantor's responsibility is limited to the remedies stated in this policy. The warrantor will not be responsible for loss of data, revenue or use, substitute equipment, clinical expenses, or incidental, indirect, special or consequential damages.

Where a state does not permit a limitation or exclusion, it will apply only to the maximum extent permitted by law.

SECTION 16

Statutory rights

This Limited Warranty gives the purchaser specific legal rights. The purchaser may also have other rights under federal or state law. Nothing in this policy excludes, limits or modifies a right or remedy that cannot lawfully be excluded, limited or modified.

SECTION 17

Safety and regulatory reporting

Warranty registration and warranty claims do not replace safety or regulatory reporting. Any malfunction, deterioration, injury or event involving actual or potential harm to a patient, operator or other person must be reported promptly through Nisene's designated safety-reporting channel.

Urgent safety concerns must not be submitted only through the normal warranty-registration form.

SECTION 18

Personal information

Registration information may be used for warranty administration, product identification, ownership records, safety communications, service and support, seller verification and regulatory obligations. Information will be handled under Nisene's privacy policy and applicable law.

SECTION 19

Changes to the policy

The terms applicable to a product are those provided or made available at the time of original sale. A later revision will not reduce warranty rights already granted for a previously purchased product.

SECTION 20

Effective date and contacts

Effective date	October 14, 2026
Policy version	1.0
Warranty contact	service@nisene.com
Safety-reporting contact	service@nisene.com