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Putting Confidence in Ultrasound

Thank you for trusting our products! Your measurement instrument is designed to put confidence in your ultrasound. To ensure your satisfaction, Onda is pleased to provide the warranty described below. Onda is committed to delivering the highest quality and service. If you have any questions, please contact us.

Our Warranty

Onda products are warranted against defects in material and workmanship for a period of one (1) year from the date of delivery. During the warranty period, Onda will, at its option, repair or replace the product or any components that prove to be defective. Repairs are warranted for the remainder of the original warranty or a 90 day extended warranty, whichever is longer.

There are no other written or oral representations or warranties, express or implied, of fitness or merchantability concerning the goods sold hereunder.

Extended Warranty Options

A one (1) year extended warranty plan is available for purchase during the original one-year limited warranty period, providing a total of two years of coverage.

Onda may at its discretion allow the purchase of this plan after the one-year warranty period subject to the conditions of the measurement instrument. Please contact Onda to learn more.

What Onda Will Do to Correct Problems

Should your instrument prove defective during the limited warranty period, the corrective action will depend on the type of defect encountered. There are three primary types: (1) Software, (2) Hydrophones & Accessories, and (3) Instruments.

Software: Onda will supply a fix, patch, or workaround for a software defect that prevents the customer from using the product as defined by the specification. The customer needs to report the defect in detail to Onda within the warranty period.

An example of Onda's software version labeling is as follows:



Customers are entitled to build releases (highlighted in blue above) for the purchased software version at no charge throughout the life of the product. Major and standard releases are available for purchase.

Hydrophones & Accessories: To resolve a hydrophone and/or preamplifier defect, the customer may send the items to Onda for a free evaluation. Items that are deemed defective due to problems with materials or workmanship will be repaired or replaced will be covered by Onda. Standard calibrations are replaced at no charge. Non-standard calibrations will be replaced on a pro-rated basis, based on the purchase date of the item. Items that are deemed defective due to damage

caused by the end user after purchase will not be warranted. The inbound and outbound freight and related shipment charges including customs, taxes, tariffs, and insurance will be the responsibility of the customer.

Instruments: For repairs of all other Onda products, the customer is responsible for freight and all related shipment charges both to and from Onda. If repairs are to be performed at the customer site, the customer is responsible for the cost of travel and accommodation for Onda personnel.

Calibrations: For calibration of Onda products, the customer is responsible for freight and all related shipment charges both to and from Onda. Onda ensures that all hydrophones are calibrated in accordance with IEC 62127-2.

NOTE: All products returned for warranty repair must have a valid Return Materials Authorization (RMA) number issued prior to return. Please see the Return Process below for instructions.

Return Process

All products returned for warranty repair must have a valid Return Materials Authorization (RMA) number issued prior to return and clearly marked on the return package.

1. To obtain an RMA, contact Onda and provide the invoice number, model number, serial number and description of the problem.
2. Return product in its original package if possible. Otherwise, ensure the product is sufficiently packaged to prevent further damage.
3. Ensure the RMA number is clearly marked on the return package.
4. Provide tracking information to Onda when available.

What This Warranty Does Not Cover

The warranty does not cover:

1. Any part of a product that has been altered, repaired, or misused in any way that, in the opinion of Onda, would affect the reliability or detracts from the performance of the product.
2. Any damage or loss incurred in transportation of the product.
3. Any labor involved in the removal and or reinstallation of warranted equipment or parts on-site.
4. Any damage caused by third party items such as software, oscilloscopes, computer, or peripheral devices added to the product after shipment.
5. Any damage from service performed by an individual other than authorized Onda Technical Service personnel.

For Products Out of Warranty

For products beyond the warranty period, please contact Onda to learn more about support options. Charges will vary depending on the nature of the problem.

Discontinuing Products

We realize that discontinuing a product can impact our organization and we strive to provide as much advance notice as possible. From the notification date for the discontinuance, a last time order opportunity will be offered that typically varies between 1 and 6 months depending on product type and parts availability. Purchases during this period will receive the guaranteed support as described by our standard warranty policy. Support beyond the warranty period will be on a best effort basis.

Please note that we continuously review our support strategy and this policy is subject to change.