

RAVAYE™ E2 VEIN FINDER (PM-VF-100) · DENTAL CURING LIGHT (DCL-100-E1)

Limited Warranty Policy

ASEAN edition — for Polymatech Ravaye™ E2 Vein Finders and DCL-100-E1 Dental Curing Lights registered with AEIM Pte. Ltd. for use in ASEAN. Effective 22 October 2026, Version 3.

1. Warrantor and covered product

This Limited Warranty is given by AEIM Pte. Ltd., Singapore (“AEIM”), which supplies the following Polymatech products in ASEAN: the Ravaye™ E2 Vein Finder, model PM-VF-100, and the Dental Curing Light, model DCL-100-E1 (each a “product”). The products are manufactured by Polymatech Electronics Limited, India. This policy applies to eligible products registered with AEIM for use in an ASEAN country, whether purchased in ASEAN or elsewhere from Polymatech, a Polymatech group company or an authorised dealer.

2. Standard and extended warranty periods

Every eligible product is covered by a one-year standard limited warranty beginning on the original date of purchase. The original purchaser may activate one additional year by registering the product at www.aeimworld.com/register-product.html within seven calendar days of purchase. The maximum warranty period is two years from the original purchase date. Registration does not restart the warranty period.

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.

3. Product registration

Registration requires the purchaser’s contact details, the product model and serial number, the original purchase date, the seller’s details, a copy of the invoice or receipt, and acceptance of these terms. A complete registration submitted within seven calendar days of purchase secures the additional second year, even if AEIM’s confirmation email is sent after that period. AEIM confirms each registration by email.

4. Proof of purchase

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

5. Warranty coverage

During the applicable period, the covered product is warranted to be free from defects in materials and workmanship under normal use in accordance with the instructions for use, safety information, cleaning and maintenance instructions and its intended professional use.

6. Available remedies

After technical evaluation of an eligible claim, AEIM may repair the defective product or component, replace it with the same or a functionally equivalent product, 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.

7. Exclusions

The warranty does not cover failure or damage caused by misuse, abuse, neglect, accident, improper handling, use outside the intended purpose, improper installation or storage, unauthorised opening or repair, unsuitable accessories or power supplies, external events, normal cosmetic wear, transport damage after delivery, an unreadable serial number, third-party equipment, or a condition for which no product defect is found. Coverage may be refused only to the extent that an excluded circumstance caused or contributed to the defect.

8. Clinical-use limitation

The warranty covers defects in the product. It does not guarantee a clinical outcome, suitability for every patient or performance outside the intended use. For the Vein Finder, it does not guarantee identification of every vein or successful vascular access; for the Dental Curing Light, curing results depend on the composite material, technique and exposure time used. The products are aids for trained healthcare and dental professionals and do not replace professional clinical judgement.

9. Making a warranty claim

Contact AEIM at service@aeimglobal.com, or the authorised dealer from whom the product was bought, before returning a product. Provide the purchaser's details, model, serial number, proof of purchase, a description of the problem and reasonable diagnostic information. No product should be returned without prior written authorisation and a return reference number.

10. Inspection and no-fault findings

Returned products may be inspected and tested. If no covered defect is found, AEIM may return the product, offer chargeable repair, or charge reasonable inspection, handling or transport costs after informing the customer. Chargeable work will not be carried out without the customer's authorisation.

11. Transport costs

Responsibility for shipping, insurance, customs charges and related expenses depends on the purchaser's location, the sales channel, the outcome of the claim, the dealer arrangement and applicable law. AEIM will confirm the arrangements when authorising a return.

12. Dealer and distributor purchases

A purchaser who buys through an authorised dealer or distributor may register directly with AEIM and must identify the seller and provide valid proof of purchase. AEIM may verify the transaction with the seller and will confirm on request whether a seller is authorised: sales@aeimglobal.com.

13. Transferability

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

14. Geographic scope

The warranty terms are the same worldwide. The purchaser registers the product with the Polymatech group company serving the country where the product will be used, and the warranty is provided in that country, regardless of where the product was purchased: India — Polymatech Electronics Limited (www.polymatechworld.com); ASEAN — AEIM Pte. Ltd. (www.aeimworld.com); United States — Nisene Technology Group (www.nisene.com). The laws and statutory rights of the country of use apply in addition to this policy.

15. Limitation of liability

To the maximum extent permitted by applicable law, AEIM's responsibility is limited to the remedies stated in this policy. AEIM is not responsible for loss of data, revenue or use, substitute equipment, clinical expenses, or incidental, indirect, special or consequential damages. Where applicable law does not permit a limitation, it applies only to the maximum extent permitted.

16. Statutory rights

This policy gives the purchaser specific rights. The purchaser may also have other rights under the law of the country of purchase. Nothing in this policy excludes, limits or modifies any right or remedy that cannot lawfully be excluded, limited or modified.

17. Safety and regulatory reporting

Registration and warranty claims do not replace safety or regulatory reporting. Any malfunction, deterioration, injury or event involving actual or potential harm should be reported promptly to service@aeimglobal.com, marked "Safety report". Urgent safety concerns must not be submitted only through the registration form.

18. Personal information

Registration information is used for warranty administration, product identification, ownership records, safety communications, service and support, seller verification and regulatory obligations, as described in the AEIM privacy policy at www.aeimworld.com/privacy-policy.html. Privacy questions: info@aeimglobal.com.

19. Changes to this policy

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

20. Contact

AEIM Pte. Ltd. (Artificial Electronics Intelligent Materials Pte. Ltd.)

163 Kallang Way, #04-18, Mapletree Hi-Tech Park, Singapore 349256

Service and warranty: service@aeimglobal.com · Sales: sales@aeimglobal.com · General:

info@aeimglobal.com · www.aeimworld.com