



# USER MANUAL

SAPPHIRE MULTI-THERAPY AND  
DEDICATED INFUSION PUMPS

For use with Sapphire Infusion Pump Software r13



## Chapter 13: Limited Warranty

Q Core Medical Ltd. (the "Manufacturer") warrants to the buyer who purchased the Sapphire directly from the manufacturer (Initial Buyer) that the Sapphire Infusion Pump ("Sapphire"), not including accessories, shall be free from defects in materials and workmanship under normal use, if used in accordance with this User Manual, for a period of one year from the actual date of sale to the Initial Buyer. THERE ARE NO OTHER WARRANTIES. Extended warranty can be separately purchased following the end of the one year period.

This warranty does not cover normal wear and tear and maintenance items, (such as the Yearly Certification Kit), and specifically excludes batteries, administration sets, extension sets or any other accessory items or equipment used with the Sapphire.

Subject to the conditions of and upon compliance with this Limited Warranty, the Manufacturer will repair or replace at its option without charge (except for a nominal charge for postage and handling) any defective Sapphire provided a claim is made during such one year period.

The following conditions, procedures, and limitations apply to the Manufacturer's obligation under this warranty:

A. Parties Covered by this Warranty: This Warranty extends only to the Initial Buyer of the Sapphire.

Warranty Performance Procedure: Notice of the claimed defect must be made by Initial Buyer in writing to the Manufacturer as follows:

Q Core Medical Ltd., 29 Yad Haruzim St., P.O. Box 8639, Netanya, 4250529, Israel.

Initial Buyer should send mail to [support@qcore.com](mailto:support@qcore.com) or contact the account manager.

Notice to the Manufacturer must include date of purchase, serial number, and a description of the claimed defect in sufficient detail to allow the Manufacturer to determine and facilitate any repairs which may be necessary. AUTHORIZATION MUST BE OBTAINED PRIOR TO RETURNING THE SAPPHIRE. If authorized, the Sapphire must be properly and carefully cleaned, packaged and returned to the Manufacturer. Any loss or damage during shipment is at the risk of the sender.

B. Conditions of Warranty: The warranty is void if the Sapphire has been  
1) repaired by someone other than the Manufacturer or its authorized agent  
2) altered so its stability or reliability is affected 3) misused or 4) damaged by  
negligence or accident. Misuse includes, but is not limited to, use not in compliance  
with the User Manual or use with non-approved accessories. Removal or damage to the  
Sapphire's serial number will invalidate this warranty.

C. Limitations and Exclusions: Repair or replacement of the Sapphire or any component  
part therefore is the EXCLUSIVE remedy offered by Manufacturer. The following  
exclusions and limitations shall apply:

1. No agent, representative, or employee of the Manufacturer has authority to bind the  
Manufacturer to any representation or warranty, expressed or implied.

2. THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS OR USE OF THE  
SAPPHIRE FOR ANY PARTICULAR PURPOSE.

3. The Sapphire can only be used under the instruction of medical personnel whose  
skill and judgment determine the suitability of the Sapphire for any particular medical  
treatment.

4. All recommendations, information, and descriptive literature supplied by the  
Manufacturer or its agents are believed to be accurate and reliable, but do not  
constitute warranties.

The Manufacturer disclaims responsibility for the suitability of the Sapphire for any  
particular medical treatment or for any medical complications resulting from the use of  
the Sapphire. The Manufacturer shall not be responsible for any incidental damage or  
consequential damages to property, loss of profits, or loss of use caused by any defect  
or malfunction of the Sapphire.

### Service Information

While under Q Core warranty, the Sapphire pump must not be opened by unauthorized personnel.

Use only an authorized Q Core service provider for service and repair. In the event that your pump needs to be returned for service, obtain a Return Authorization by sending mail to [support@qcore.com](mailto:support@qcore.com), or contact your account manager. The pump must be packed in a suitable container that will provide adequate protection during shipment.

To ensure prompt return, a

Q Core authorized service representative must be notified before shipping any pump for repair. When calling for service, please be prepared to provide the serial number of the pump and software version details. A brief written description of the problem should be attached to the pump when it is returned for service.

Q Core Medical Ltd. will not be responsible for unauthorized returns or for pumps damaged in shipment due to improper packing.

Authorized Hospira service centers

For service related questions or repair please contact:

In the USA: [supportservices@hospira.com](mailto:supportservices@hospira.com)

In Canada: [CanadaPumpSupport@hospira.com](mailto:CanadaPumpSupport@hospira.com)

In Europe: [custsi@hospira.com](mailto:custsi@hospira.com)

In Asia Pacific: [Servicedirect.au@hospira.com](mailto:Servicedirect.au@hospira.com)

To report a customer complaint please contact:

In the USA:

Phone: 1-800-441-4100 (8am-5pm CT, M-F)

Email: [sapphireGCM@hospira.com](mailto:sapphireGCM@hospira.com)

In Canada: [productcomplaintsca@hospira.com](mailto:productcomplaintsca@hospira.com)

In EMEA (Europe): [custserv@hospira.com](mailto:custserv@hospira.com)

In Latin America: [productcomplaintsla@hospira.com](mailto:productcomplaintsla@hospira.com)

In Asia Pacific: [Australia.sme@hospira.com](mailto:Australia.sme@hospira.com)

To report a customer complaint via fax:

USA: 1-224 212 4080

Rest of World: 0 1 224 212 4080