

Impala

ventilator
Model: Impala - V1

MTTS



User Manual

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 **MTTS**

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Company Information





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Introduction

-  WARNING - a warning statement refers to the conditions when the possibility of injury to the patient or user exists if a procedure is not followed correctly.
-  NOTE - a note statement provides additional information intended to clarify points, procedures or instructions.

-  This user manual is intended for health care professionals.
-  The Impala Ventilator is to be operated by qualified personnel only. This manual is a reference only that you should read, and understand before using the Impala ventilator on a patient to ensure particularly the safety considerations listed.
However, it is not intended to supersede your institution's protocol regarding the safe use of assisted ventilation.

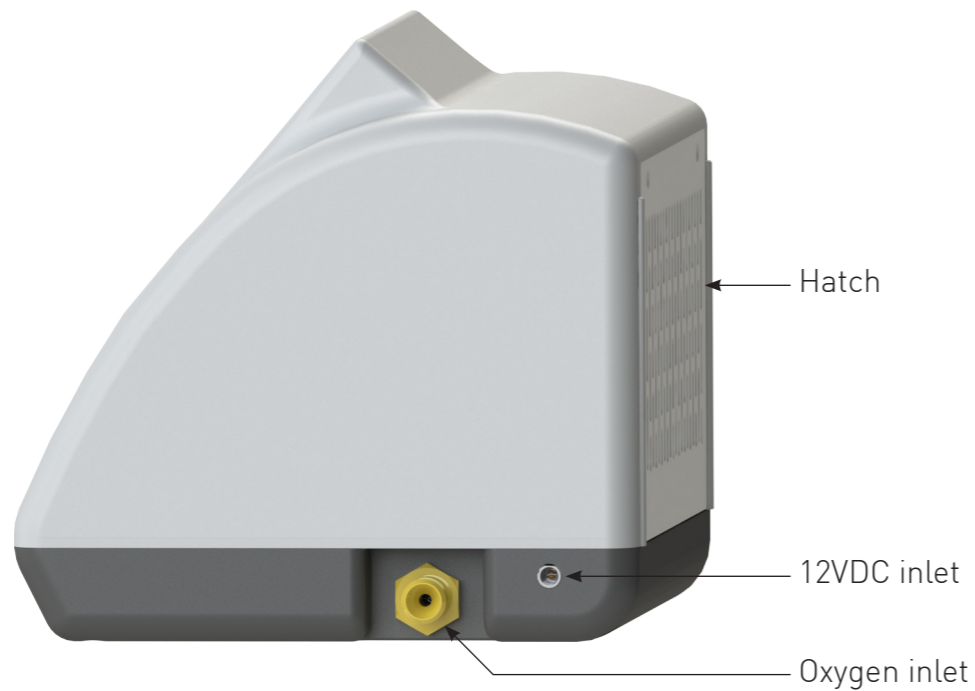
Impala ventilator is an invasive mechanical ventilator with 8 ventilation modes AC-VCV, AC-PCV, SIMV-VC, SIMV-PV, VCV/ PS, PCV/PS, CPAP, and BiPAP intended to use in intensive care units or transportation of emergency patients. The device contains a built-in pump, blender, flow, and pressure sensors that allows oxygen-rich (>21% O₂) air with accurate Fraction of inspired oxygen (FiO₂), pressure and volume to be safely delivered to the patient

Device Description

Overview



Front view

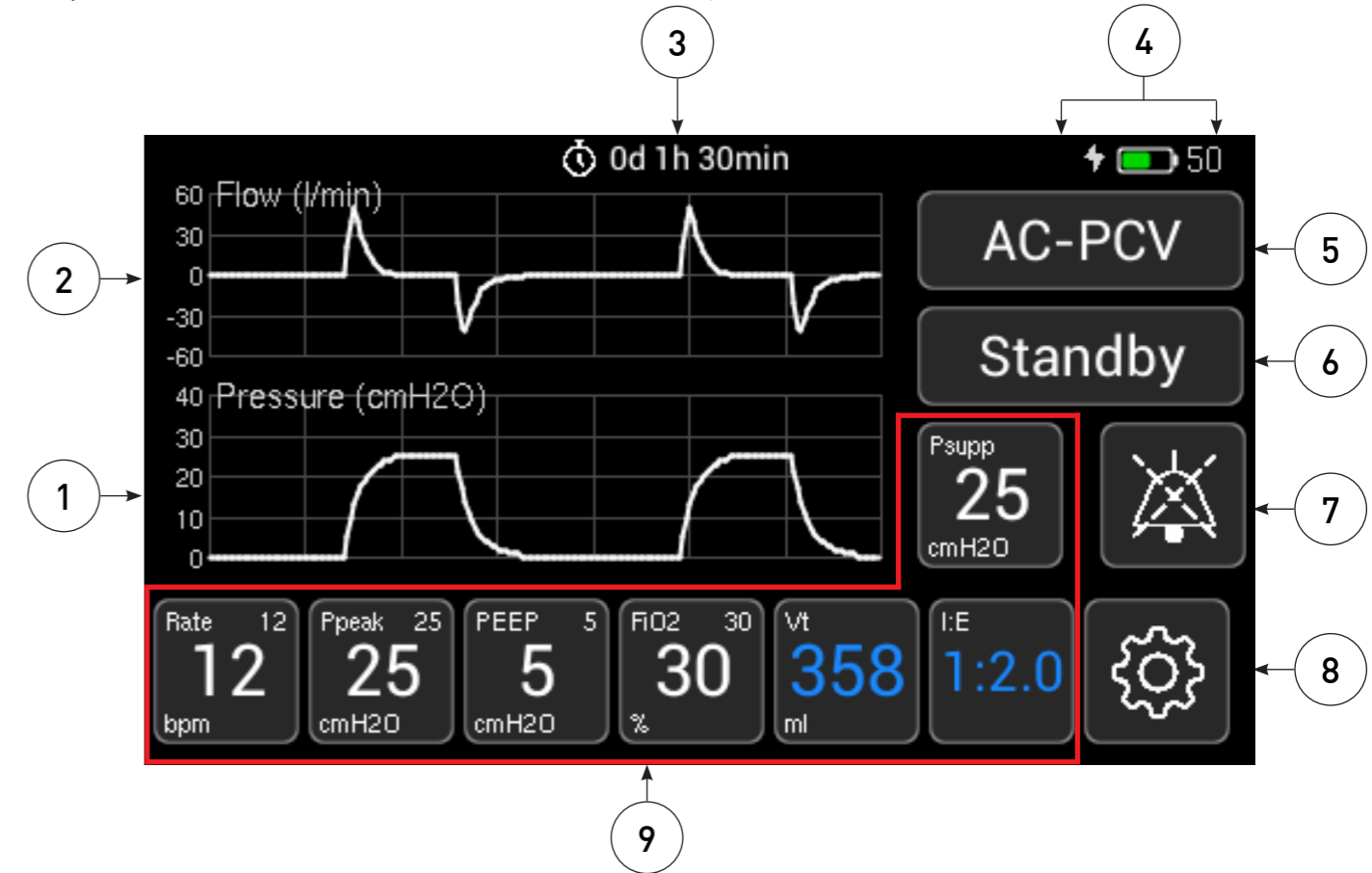


Side view

Device Description

Control Panel

Impala Ventilator functions are controlled by touch screen.

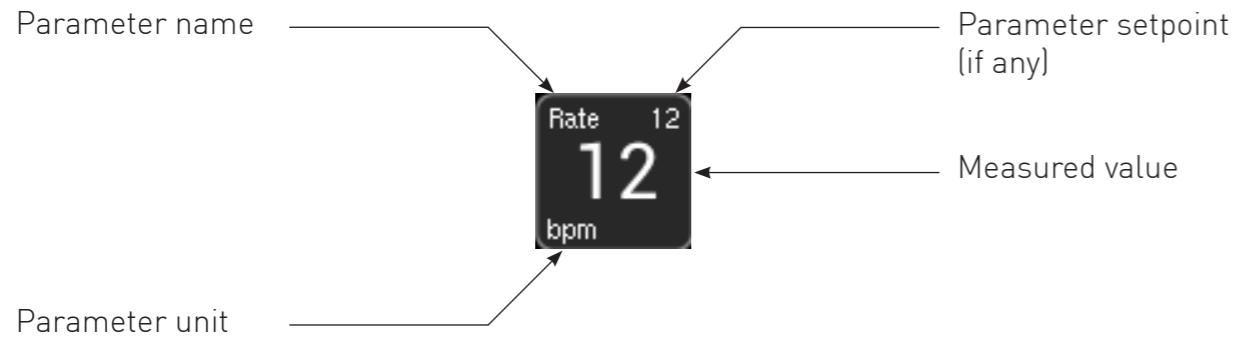


1	Pressure Graph	Shows measured airway pressure as a function of time
2	Flow Graph	Shows the patient's flow waveforms as a function of time.
3	Ventilation Timer	Shows how long the patient has been ventilated
4	Status Bar	Shows information about locking, battery remaining capacity and charging conditions
5	Ventilation Mode Button	Shows the current ventilation mode. Touch this button to change mode.
6	Standby Button	Enable/Disable Standby mode.
7	Alarm Silence Button	Touch this button to mute auditory alarm for 2 minutes.
8	Setting Button	Touch this button to open/close Setting screen
9	Ventilator Parameters	Each button shows name, unit, measured value and/or setpoint of a ventilator's parameter. Details are depicted on the next page.

Device Description

Ventilator parameter

Details of each ventilator parameter are showed in a button as below.














Following table describes frequently used parameters that are available on the main screen of each ventilation mode.

Ventilation mode	Parameters on the main screen
AC-PCV, SIMV-PC	Ventilation rate, Peak/control pressure, PEEP, FiO2, Tidal volume, I:E ratio
PCV/PS	Ventilation rate, Peak/control pressure, PEEP, FiO2, Tidal volume, I:E ratio, Support pressure
AC-VCV, SIMV-VC	Ventilation rate, Peak pressure, PEEP, FiO2, Tidal volume, Peak inspiratory flow
VCV/PS	Ventilation rate, Peak pressure, PEEP, FiO2, Tidal volume, Peak inspiratory flow, Support pressure
CPAP	Ventilation rate, Peak pressure, PEEP, FiO2, Tidal volume, Apnea time
BiPAP	Ventilation rate, Peak pressure, PEEP, FiO2, Tidal volume, Apnea time, IPAP





i Less frequently used parameters such as pressure trigger sensitivity or flow trigger sensitivity can be found in the Setting screen.

i To adjust a parameter setpoint, touch its button.

Warnings

-  The ventilation machine must be used only under the responsibility and on the prescription of a doctor/clinician.
-  The Impala ventilator is to be operated by qualified personnel only and use them for a ventilator-dependent patient. Make sure that they can already take suitable action in the event the ventilator identifies an alarming condition or experiences a problem. This manual, accessory Directions for Use, all precautionary information, and specifications should be read before uses.
-  Explosion hazard. Do not use the Impala ventilator in the presence of flammable anesthetics or other flammable substance in combination with air, oxygen-enriched environments, or nitrous oxide.
-  Do not modify this equipment without authorization of the manufacturer.
-  Using the device outside of the specified ambient temperature range (19°C to 37°C) or humidity range (30%RH to 90%RH) can compromise performance.
-  Do not operate the device if any of the components appear to be damaged or broken. Damaged or broken components should be discarded and replaced.
-  Do not position the device in a location that reduces its ventilation.
-  Do not block any of the air vents on the back of the device.
-  The presence of electro-surgical devices, shortwave or microwave equipment near this device could lead to electrical interference that would negatively affect the function of the device.
-  Ensure that the Locking key is activated so that some critical information of the ventilator is not modified.
-  Using tubing or other breathing circuit components without cleaning or disinfection between patients can result in infections.
-  The HMEF/ HEPA filter is not reusable, do not attempt to wash, clean, or reuse them.

Warnings

-  To comply with the biosafety standards to reduce the risk of infection such as washing your hands thoroughly before and after handling the ventilator or its accessories. To clean the ventilator and its accessories regularly and systematically before and after each use and following any maintenance procedure to reduce the risks of infection.
-  To prevent possible patient injury, do not enter the diagnostic mode while a patient is connected to the ventilator. Verify that the patient is disconnected before proceeding.
-  Ensure that always verify all settings are set in accordance with the required prescription before starting ventilation. Avoid the patient to remain connected to the ventilator when ventilation is stopped, because a substantial quantity of exhalation gas, primary carbon dioxide, may be inhaled by the patient.
-  To prevent possible patient injury due to no annunciating alarms, verify the operation of any alarm device before use.

Setup

1. Attach gas hose, breathing circuit

- A. Attach the compressed oxygen source to the CGA 1240 oxygen inlet.



- B. Attach the breathing circuit to the device.

1. Attach inspiratory tube to the inspiratory port in front of the device
2. Insert exhalation valve into the breathing circuit at the end of the expiratory tube
3. Attach exhalation valve control tube to the control port in front of the device
4. Insert a flow sensor into the breathing circuit in front of the patient connection.
5. Attach the blue and clear tubes to the measurement ports on the ventilator.
6. Connect a bacterial/viral filter with a heat and moisture exchanger (HME) between the patient and the flow sensor.

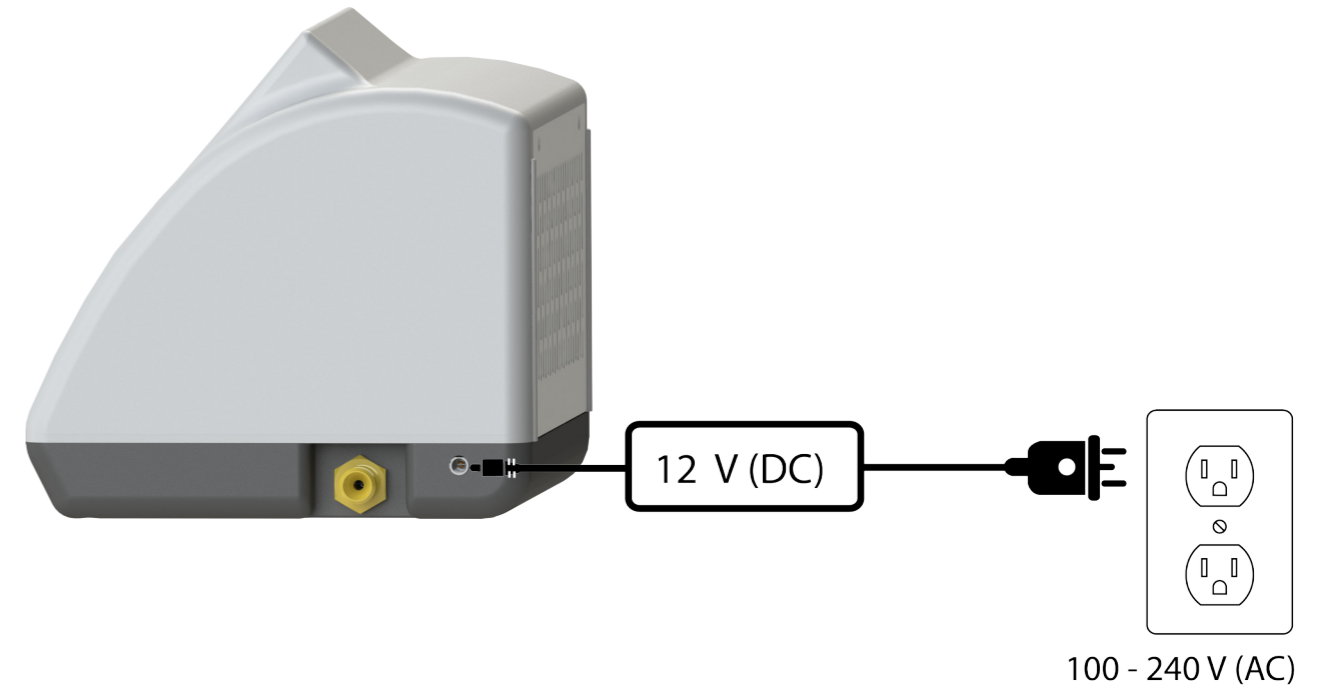
Setup

- i** The gas sources must provide pressure within the range of 10 to 60 psi (0.7 to 4.1 bar). If the gas sources are outside of this range, the device may not be able to produce the desired %FiO₂.
- i** Attaching the compressed oxygen will not waste any oxygen. The machine will not use any compressed oxygen until you increase the FiO₂ setpoint.
- i** The device can work with both single-limb and double-limb (includes coaxial inspiratory/expiratory limb) breathing circuit.
- i** To prevent inaccurate readings, ensure the flow sensor tubing is not kinked.
- i** The flow sensor's blue tube should always be toward the patient. Always attach the blue tube to the port marked with blue color.

Setup

2. Plug in and power up

- A. The connector plugs into the side of the device and then directly into the power outlet in the wall.



- B. Press and hold the Power Button to turn the device ON.

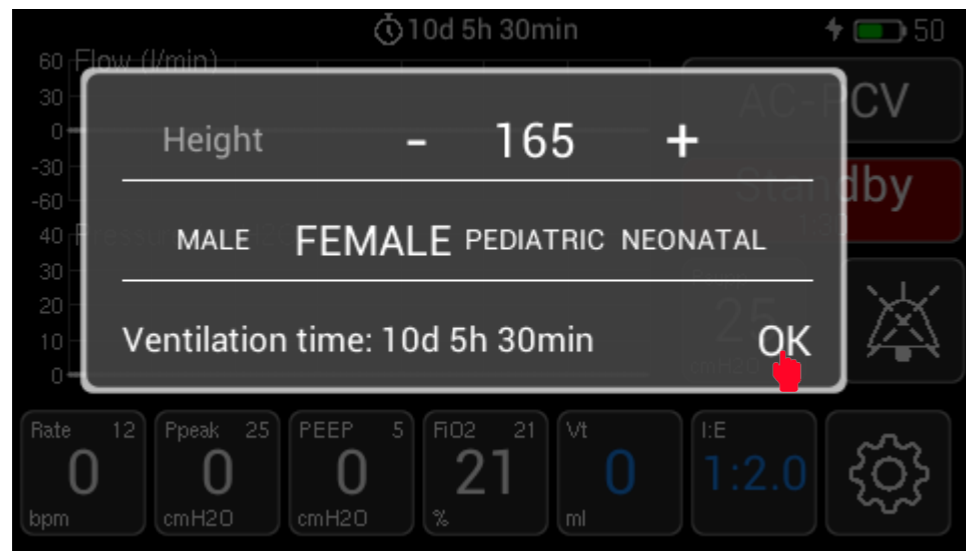
! Only use power supply unit provided by MTTs.

i The device will start with the default STANDBY mode.

Operation

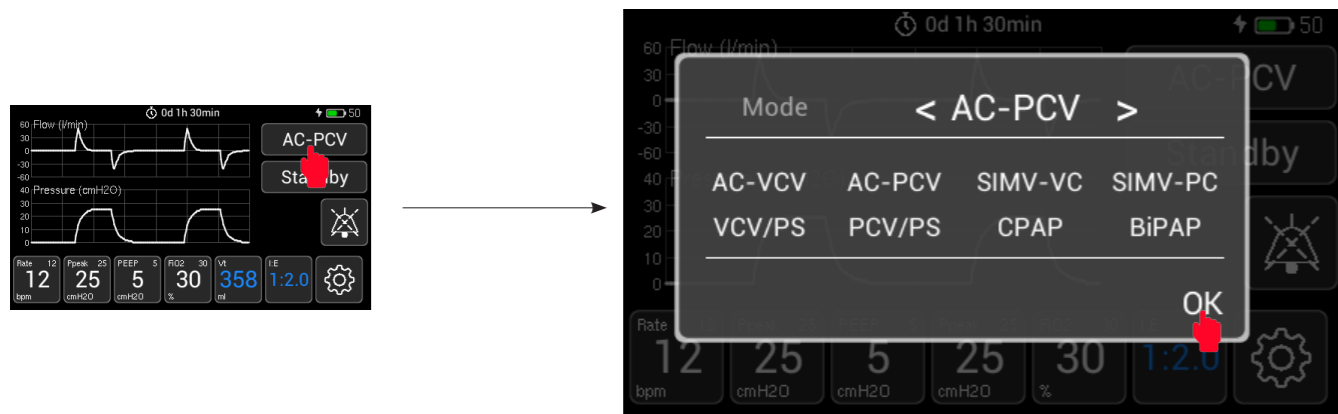
Set patient information

After turning on, a window automatically appears and shows information about the last patient. Touch OK to continue with the patient or change information to setup a new patient.



Set ventilation mode

Touch ventilation Mode button to open Mode selection window. On this window, select desired ventilation mode and touch OK.



⚠ When changing the mode during ventilation, significant transitions of pressure, flow, or cycling rate might occur, depending on the difference between the modes. Before setting the new mode, first ensure that the settings between the different modes are compatible. This reduces the risk of discomfort and harm to the patient

Operation

Adjust parameters

Touch the parameter to open its window for adjustment. On this window, touch '+' or '-' to increase or decrease the parameter setpoint. Some preset values are also given on the window for quick selection. Touch OK to return to the main screen.



i Refer to Ventilator Parameter section for available parameters in each ventilation mode.

Start/Stop ventilation

After selecting ventilation mode and all necessary parameters are set, ventilation can be started by touching Standby button. Touching Standby during ventilation will put the device in Standby mode and stop ventilation. A timer in the standby button starts counting up to show how long the patient has not been ventilated.



i Red color of the standby button indicates that the device is in Standby mode.

Operation

Setting screen

Setting screen allows some features of the device to be configured. To enter Setting screen, touch Setting button on the main screen. To return the main screen, touch the Setting screen again.



Following features are available on the Setting screen:

- Go to the Device information screen
- Calibrate oxygen sensor and flow sensor
- Set alarm limits
- Check system tightness
- Adjust less frequently used parameters
- Adjust alarm sound loudness
- Enable/disable metronome
- Lock/unlock autorotate function
- Adjust PIP step size
- Adjust alarm volume

i The Setting screen and available features may vary depending on the software version.

Calibrate oxygen sensor

To calibrate oxygen sensor, touch the 'Calib' button on the Setting screen. The process will take 1-2 minutes to complete. After calibration, the FiO₂ reading should be 21%.

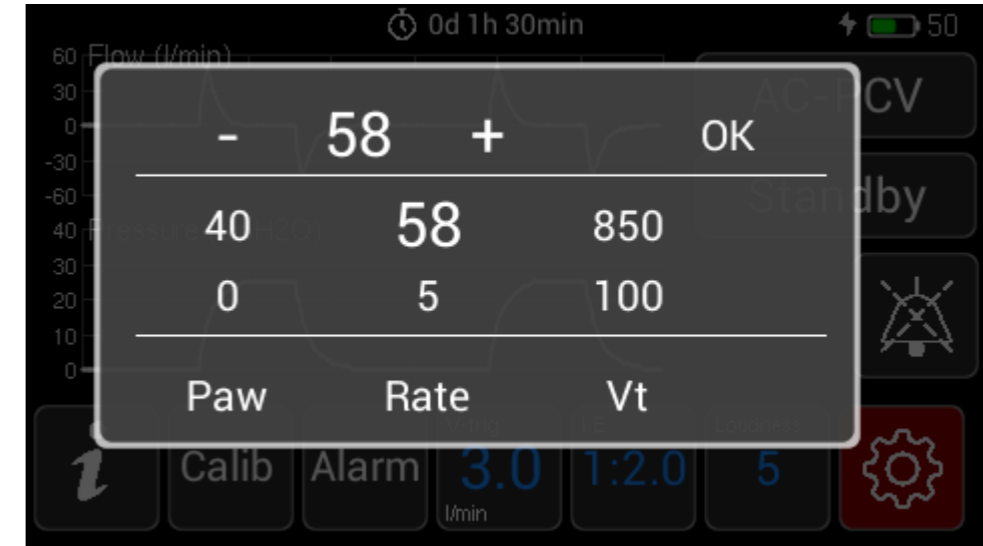
! Disconnect oxygen source before calibration.

i Oxygen sensor must be calibrated at least every 3 months. It is recommended to calibrate the sensor before each use.

Operation

Set alarm limits

To set alarm limits, touch the 'Alarm' button on the Setting screen. Select desired alarm limit and adjust its value. Touch OK to return to the Setting screen.



Turn the device off

Press and hold the Power button to turn the device off.

Alarm system

The Impala Ventilator will generate visual and audible alarm signals to notify you of alarm conditions detected.

An alarm condition is indicated by:

- Audible alarm tone
- Visual alarm indicator (flashing parameter button and power button)

Alarm silence

Audible alarms may be suspended, while visual alarms may not. The alarm silence button is used to temporarily silence audible alarms for 2 minutes. When this button is pressed, its color turns red indicating audible alarms are silenced. The alarm sounds are can be restored by press the button again.



Alarm system test

In order to verify the operation of auditory and visual alarms, perform the following procedure:

1. On the main screen, disconnect flow sensor and start ventilation
2. Check pressure audible alarm sounds

List of alarms


Alarm	Cause/Ventilator Response	Corrective Action
Low battery	The AC (mains) power source cut-off and internal battery capacity is less than 30%.	Reconnect the device to an AC power outlet
High pressure	Adjustment of Max PIP too low (only for A/C VC, SIMV VC modes)	Note: Always consult the clinical before changing PEEP, FiO2, pressure, volume or rate settings. Increase the Max PIP threshold
	Airway obstruction	Check patient's trachea and clear the obstruction. If the filter is obstructed, replace the filter
	Coughing or other high-flow exhalation efforts	Treat patient's cough. Silence the alarm, if necessary
	Patient inspiratory resistance or compliance changes	Have physician determine if ventilator settings are appropriate for the patient.


Alarm system


Alarm	Cause/Ventilator Response	Corrective Action
High rate	Adjustment of Max the total of breath per minute too low	Re-adjust Max the total of breath per minute
	Adjustment of the inspiratory sensitivity level too low	Adjust trigger sensitivity according to the patient
	Patient hyperventilating	Silence the alarm and call for a medical team if the symptoms persist
	Defective flow sensor	Check for auto-cycling and adjust inspiratory sensitivity, manage leaks or drain condensation from patient circuit
Low rate	Adjustment of Max the total of breath per minute too high	Have a qualified technician replace the defective component(s) and call your customer service representative
	Adjustment of the inspiratory sensitivity level too high	Re-adjust Max the total of breath per minute
	Defective flow sensor	Adjust trigger sensitivity according to the patient
High Vti	Adjustment of the Max Vti level too low (for PSV, CPAP, A/C PC, SIMV PC, SIMV VC modes).	Note: Always consult the clinical before changing PEEP, FiO2, pressure, volume or rate settings. Modify the Max Vti level
	Flow sensor not calibrated properly	Calibrate the flow sensor
Low Vti	Adjustment of Min Vti too high or f pressure level not enough to reach the volume required (for PSV, CPAP, A/C PC, SIMV VC, SIMV PC modes)	Modify the Min Vti level or the pressure level according to the physician's prescription
	Patient circuit obstructed or disconnected	Clean, unblock, and/or re-connect the patient circuit
	Flow sensor not calibrated properly	Calibrate the flow sensor
Low FiO2	Not enough oxygen delivered by the ventilator	Check oxygen source. Replace oxygen tank if it's empty.
High FiO2	Oxygen sensor not calibrated properly	Calibrate the oxygen sensor


- i** Comply with hospital, local and national guidelines for product cleaning frequencies.
- i** Ensure oxygen supply is turned off and disconnected from Impala Ventilator before performing cleaning procedures.
- i** Cleaning shall be performed at ambient conditions.
- i** Before cleaning, remove and discard all used disposable products using recommended method of disposal.
- i** Dust all surfaces with clean damp soft cloth.
- i** Clean all plastic surfaces with mild detergent solution (maximum 2% in water).
- i** Dry all the surfaces after cleaning with a clean soft cloth or paper towel.
- i** Ensure that no part of Impala Ventilator is immersed in any cleaning liquid or cleaning solution.
- i** Do not use abrasive cleaning solutions.
- i** Ensure all Impala Ventilator parts and accessories are checked before returning the device to service.

Maintenance

 Only qualified personnel should carry out service and maintenance procedures.

 After the maintenance is completed, ensure the equipment is functioning correctly in accordance with the published performance specifications.

 Ensure only approved replacement parts are used during service and maintenance procedures.

 Please contact an authorised MTTS representative for further assistance with any servicing or maintenance requirement.

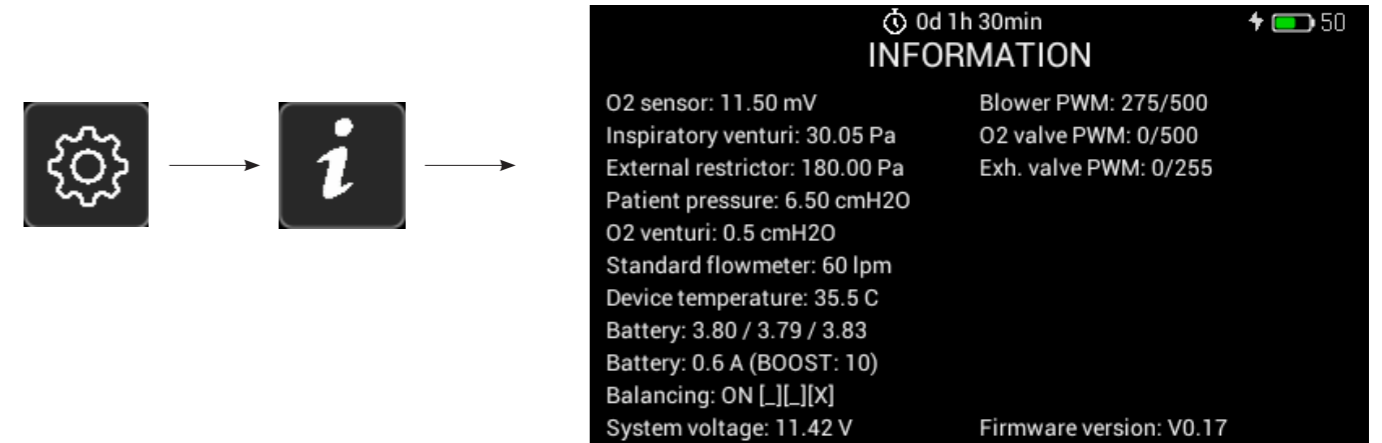
The Beluga Resuscitator includes a number of parts that must be replaced or serviced during the lifetime of the device. These parts include:

Component	Approx. Duration of Use	Maintenance Information
Air filter	6 months	Clean or replace.
Oxygen sensor	18 months	Replace if it is faulty or FiO2 control is not accurate after calibration.

Maintenance

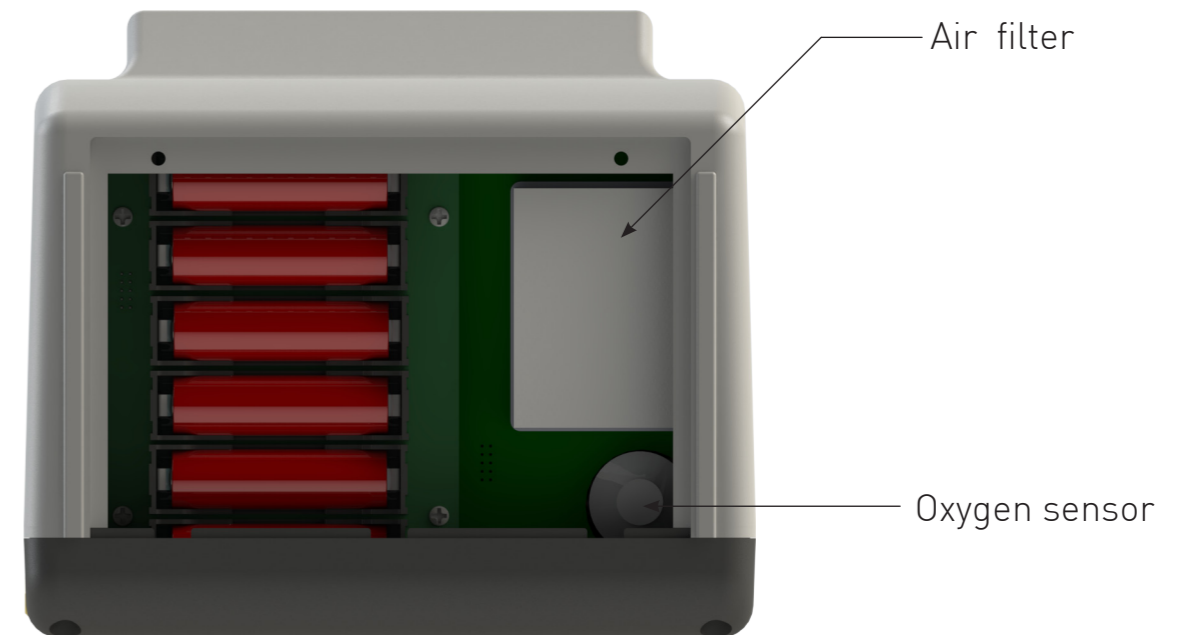
Device information screen

To better understand the device performance, device information should be checked before opening the device. From Setting screen, touch the Info button to see this information.



Air filter and oxygen sensor replacement

To access air filter and oxygen sensor, open the back hatch with a Philips head screwdriver. Gently take the filter/sensor out and replace with the new one.



Specifications

Performance Specifications

Type of mechanical ventilation device	:	Invasive
Intended use	:	All patients that need help ventilation
Ventilation modes	:	AC-VCV, AC-PCV, SIMV-PC, SIMV-VC, VCV/PS, PCV/PS, CPAP, BiPAP
Required accessories	:	Disposable HMEF, Exhalation valve, flow sensor, breathing circuit (reusable or disposable)
I:E ratio	:	1:9 - 4:1
Trigger	:	Time triggering: 60/Rate (s) Pressure triggering: 0.1-10 (cmH2O) Flow triggering: 0.1-15 (l/min)

Physical Specifications

Dimensions (HxWxD)	overall	20 cm x 22cm x 20 cm
Total unit mass		3 kg
Alarms	High Priority Audible	5 pulse burst, followed by 0.5 second delay, followed by 5 pulse burst, followed by 3 second delay
	Medium Priority Audible	3 pulse burst, followed by 2.5 second delay
	Medium Priority Visual	Yellow flashing at 0.5 Hz
	Alarm Volume	Adjustable
Internal pump	Type	Blower, 12VDC

Control setting Specifications

Positive End Expiratory Pressure (PEEP)	:	0-25 cmH2O
Peak Inspiratory Pressure (PIP)	:	5-60 cmH2O
Fraction of Inspired Oxygen (FiO2)	:	21-100%
Frequency (Respiratory rate)	:	2-60 bpm
Support pressure	:	5-60 cmH2O
Tidal volume (Vt)	:	25-2000 ml

Monitoring parameters Specifications

Positive End Expiratory Pressure (PEEP)	:	±10%
Peak Inspiratory Pressure (PIP)	:	±10%
Frequency (Respiratory rate)	:	±1 bpm
Fraction of Inspired Oxygen (FiO2)	:	±10%
Tidal volume (Vt)	:	±10%

Specifications

Electrical Specifications

Power characteristics	60W, 100-240VAC, 47/63Hz
Off-the-shelf external power supply	International medical safety approvals (ANSI/AAMI/EN 60601-1, UL/TUV) Class I construction is standard (ground required) 100k hours MTBF Energy Star Efficiency Level V compliant RoHS 2 compliant Over voltage / over current protection

Battery	Type	11.1V Li-ion
	Capacity	6 cells, 6000mAh

Environmental Specifications

Operating	Ambient temperature +18°C to +35°C Humidity: 0% to 90% RH non condensing Atmospheric Pressure: 70-106kPa
Transport and storage	Ambient temperature 0°C to +50°C Humidity: 0% to 90% RH non condensing Atmospheric Pressure: 70-106kPa
Exclusions	None

Standards for Reference

EN ISO 13485:2016
EN ISO 14971:2012
EN 60601-1:2006/A1:2013
EN 60601-1-2:2015
EN 60601-1-6:2010
EN 60601-1-8:2007/A11:2017
ISO 80601-2-12:2020
MEDDEV 2.12-1 Rev. 8
MEDDEV. 2.7.1 Rev. 4
MEDDEV. 2.12-2 Rev. 2

Explanation of Symbols



Refer to User Manual before operating this device.



Do not disassemble Beluga Resuscitator unless you are an MTTs trained technician or have been instructed to by qualified personnel.



Keep out of direct sunlight.



This device should be disposed of separately from normal household waste so that components can be recycled.



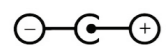
Device manufacturer.



Date of manufacture.



Serial Number



Power supply polarity



12 Volt, Direct Current, 5 Ampere



CE Marking with Notified Body Number



Name and address of European Authorized Representative

Warranty Policy

General Terms

This MTTs Limited Warranty gives you, the customer, express limited warranty rights from MTTs, the manufacturer for the duration specified on the Warranty Card. Please refer to the MTTs Website for an extensive description of your limited warranty entitlements. In addition, you may also have other legal rights under applicable law or special written agreement with MTTs.

MTTS MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND MTTS EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. TO THE EXTENT ALLOWED BY LOCAL LAW OF JURISDICTIONS OUTSIDE VIETNAM, MTTS DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN VIETNAM ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU. FOR CONSUMER TRANSACTION, THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

This Limited Warranty is applicable in all countries and may be enforced in any country or region where MTTs or its authorized service providers offer warranty service for the same product model number (subject to the terms and conditions set forth in this Limited Warranty)

Under this Limited Warranty, products purchased in one country or region may be transferred to another country or region where MTTs or its authorized service providers offer warranty service for the same product model number. Warranty terms, service availability, and service response times may vary from country or region to country or region. Standard warranty service response time is subject to change due to local parts availability. If so, your MTTs authorized service provider can provide you with details. MTTs will not alter form, fit, or function of this MTTs product to make it operate in a country for which it was never intended to function for legal or regulatory reasons. MTTs is not responsible for any tariffs or duties that may be incurred in transferring the products.

MTTS guarantees that the product that you have purchased or leased from MTTs is free from defects in materials or workmanship under normal use during Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from MTTs, or from the date MTTs completes installation. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your MTTs product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new MTTs product may be manufactured using new materials and used materials equivalent to new in performance and reliability. MTTs may repair or replace MTTs products (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of Limited Warranty Period of the MTTs product they are replacing or in which they are installed, whichever is longer.

Warranty Policy

MTTS will, at its sole discretion, repair or replace any components or product that manifests a defect in materials or workmanship during the Limited Warranty Period. All component parts removed under this Limited Warranty become the property of MTTs. In the unlikely event that your MTTs product has recurring failures, MTTs at its sole discretion, may elect to provide you with (a) a replacement unit selected by MTTs that is the same or equivalent to your MTTs product in performance or (b) to give you a refund of your purchase price or lease payments (less interests) instead of a replacement. This is your exclusive remedy for defective products.

Exclusions

MTTS DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. MTTS IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS INTENDED FOR THE PRODUCT.

This Limited Warranty does not apply to expendable or consumable parts and does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration (if required) or other external causes; (b) by operation outside the usage parameters stated in the user documentation shipped with the product; (c) by software, interfacing, parts or supplies not supplied by MTTs; (d) improper site preparation or maintenance; (e) virus infection; (f) loss or damage in transit; or (g) by modification or service by anyone other than (i) MTTs personnel, (ii) an MTTs authorized service provider, or (iii) your own installation of end-user replaceable MTTs or MTTs approved parts if available for your MTTs product in the servicing country or region.

Limitation of Liability

IF YOUR MTTs PRODUCT FAILS TO WORK AS WARRANTED ABOVE, THE MAXIMUM LIABILITY OF MTTs UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COSTS OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL MTTs BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. MTTs IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED MTTs OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Warranty Policy

Limited Warranty Period

The Limited Warranty Period for this MTTS product is a specified, fixed period commencing of the date of purchase and specified on the Warranty Card. The date on your sales receipt is the date of purchase unless MTTS or your reseller informs you otherwise in writing.

Customer Responsibilities

In order to avoid the risk of charges for issues not covered by your limited warranty (issues that are not due to defects in materials and workmanship on MTTS product), you will be asked to assist MTTS as follows:

- Verify configurations, load most recent firmware, install software patches, run MTTS diagnostics and utilities;
- Implement temporary procedures or workarounds provided by MTTS while MTTS works on permanent solution;
- Cooperate with MTTS in attempting to resolve the problem using online chat, email, or telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches;
- Perform additional tasks as defined within each type of warranty service provided by MTTS and any other actions that MTTS may reasonably request in order to best perform the warranty support

CUSTOMER IS RESPONSIBLE FOR DELIVERING THE PRODUCT (AND ALL COSTS INVOLVED) FROM HIS LOCATION TO THE MTTS AUTHORIZED SERVICE POINT.

Contacting MTTS

If your MTTS product fails during the Limited Warranty Period and the suggestions in the product documentation do not solve the problem, you can receive support by doing one of the following:

- Locate and contact your nearest MTTS service provider via MTTS website:
<http://www.mtts-asia.com/support/>
- Call the Technical Support Centre:
+84 24 3766 6521

Before calling MTTS or an MTTS authorized service provider please have the following information available:

- Product serial number and model name
- Applicable error messages
- Detailed questions



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