

Manufacturer's Limited Warranty

Subject to the exclusions contained in the Service Terms & Conditions, iCare warrants the iCare COMPASS® confocal visual field and fundus imaging device to be free from defects in materials and workmanship under normal professional usage for one year (12 months) from the date of purchase. This warranty is for products located in the United States of America and sold by iCare USA or one of its authorized resellers.

Extended Warranties

The below extended warranties apply as follows to products purchased by licensed professional end users who purchase directly from iCare in the US.



	Silver	Gold	Platinum
Phone Support	●	●	●
Remote Diagnostic*	●	●	●
Remote Software Update*	●	●	●
In-house Repair (parts & labor)	●	●	●
Empty Box & Shipping		●	●
Loaner System		●	●
Onsite Repair (parts & labor)		●	●
Online Training*			●
Annual Preventative Maintenance			●

*Internet Access Required

Phone Support

Telephone support provided by personnel at the iCare USA Service Center regarding technical and application issues via telephone.

Remote Diagnostic & Remote Software Update

Remote service involves using an encrypted internet connection to perform activities such as identifying sources of malfunctions, remote support, software updates, etc.

In-house Repair (parts & labor)

Parts of instruments are exchanged in order to restore the complete functionality of the device. For this purpose, only original iCare spare parts are used.

Empty Box & Shipping

iCare encourages customers to retain the specially designed packaging but will, when needed, ship the proper box from the service center to the customer to safely return the device for repair.

Loaner System

iCare will dispatch a loaner device in the event remote support and trouble shooting does not remedy the product failure.

Online Training

iCare will provide 1 hour of additional product training via an internet-based presentation platform. This will be performed and scheduled by iCare's Clinical Application Specialists upon request.

Onsite Repair (parts & labor)

iCare will dispatch a service engineer or technician to perform in-office repairs when possible. Please note that not all repairs can be performed onsite and may require the device's return to one of iCare's service centers.

Annual Preventative Maintenance

Preventive maintenance according to the manufacturer's guidelines (often once a year), by prior arrangement or in accordance with the maintenance schedule. This also includes wear and tear parts check according to manufacturer's guidelines during system inspection and calibration.

To obtain service or information please call Customer Service at (888) 422-7313 Option 3, then Option 2 for Imaging Service.

