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FOR IMMEDIATE RELEASE

Not All Warranties Are Created Equal: The Commitment Behind Creative Electron's Three-Year Warranty

SAN MARCOS, Calif. – Creative Electron, Inc., a leading U.S. manufacturer of X-ray inspection systems, offers an industry-leading three-year warranty across its equipment portfolio. But the real value of that warranty extends far beyond the number printed on a specification sheet.

A warranty is only as strong as the organization standing behind it.

Creative Electron systems are designed, engineered and manufactured in the United States. The company's software and service teams are also based in the U.S., creating a direct line of accountability throughout the entire life of each system.

When service is required, customers work directly with Creative Electron. Support is not outsourced to an unfamiliar third-party provider or passed through multiple layers of outside contractors. Every warranty service visit is coordinated and performed by an in-house Creative Electron service technician based on either the East Coast or West Coast.



This direct service model gives customers access to technicians who understand the systems they support because they are part of the same organization that designs, manufactures and develops the software for them.

"Not all warranties are created equally," said Dr. Bill Cardoso, founder and CEO of Creative Electron. "A three-year warranty means more when the people answering the call are the same people responsible for building, programming and supporting the system. Our customers work directly with us, and we take responsibility for the equipment we manufacture."

By maintaining its engineering, software, manufacturing and service capabilities within the United States, Creative Electron can coordinate support without relying on disconnected third parties. Customers receive assistance from a team with direct access to system documentation, engineering resources, software expertise and replacement components.

The three-year warranty reflects Creative Electron's confidence in the quality of its systems, but it also represents a broader commitment to long-term customer support. From the first system design discussion through installation, training, software support and field service, customers work directly with Creative Electron.

Designed in the United States. Manufactured in the United States. Supported in the United States. That is what stands behind every Creative Electron three-year warranty.

To learn more, visit [Benchtop X-Ray Machine | TruView Prime | Creative Electron](#).

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About Creative Electron

Creative Electron, Inc. designs and manufactures advanced X-ray inspection and computed tomography systems for electronics, aerospace, defense, medical devices, batteries, automotive manufacturing and other demanding applications. With U.S.-based engineering, software, manufacturing and service teams, Creative Electron provides configurable inspection solutions supported directly by the people who build them.