

MERITS HEALTH PRODUCTS, INC. WARRANTY POLICY

Merits Health Products, Inc. will repair or replace the following items that have a manufacturing defect.

Credit will be given following the inspection of the material or workmanship by an authorized representative.

Warranties are administered through the selling dealer starting from the original consumer purchase date. The warranty is transferable to a new consumer through the dealer and remains valid for the full duration specified by the manufacturer's warranty.

5-Year Warranty from the original date of consumer purchase:

- Base Frame

13-Month Warranty from the original date of consumer purchase:

- Joystick/Power Module/Controller
- Motor/Gearbox/Brake Assembly
- Electrical Harnesses
- Angle Sensor
- Circuit Boards
- Charger
- Transaxle
- PC Cushion/Back/Positioning Accessories
- Seat Post/Mount
- Power Seat Actuator
- Caster Beam
- Joystick Mounting Bracket
- Metal Seat Frame
- Anti Tipper Assembly
- 31Ah or above Batteries
- Powered Footplate
- Armrest Bracket (metal part only)
- Caster Forks
- Non-Powered Footplate
- PC Cover/Gel Pack
- Swivel Seat Mechanism
- Batteries less than 31Ah

Warranty Exclusions (Wear items):

- Tires & Tubes
- Fuses & Bulbs
- Battery Cases
- Plastic/Rubber Parts
- Motor Brushes
- Brake Pads
- Upholstery Including Seat/Arm Pads/Padding
- Painted Surfaces including Shrouds/Fenders
- Acts of nature, lost or stolen
- Accidents

Events That Will Void Warranty:

- Abuse (used in a way not intended to be used)
- Neglect, improper operation, and/or maintenance or repair
- Improper storage (kept in unsuitable conditions, such as excessive heat, moisture, or exposed to the elements)
- Units altered or serviced by an agency not authorized by Merits Health Products, Inc.
- Serial numbered products if the serial number has been removed or defaced
- Failure to follow the instructions, warnings, and notes in the owner's manual and those located on your product can result in personal injury or product damage and will not be covered by Merit's Health Products, Inc. product warranty

NOTE: Gradual deterioration in battery performance due to poor battery care and/or maintenance and/or overuse/abuse, is not covered under warranty.

Part(s) purchased outside of warranty have 90 days to report manufactured defect.

Merits Health Products, Inc. retains the right to replace the warranted part(s) with either refurbished or new part(s) at their discretion for the original purchaser. Any costs related to labor, service calls, transportation, freight, or other charges associated with the installation of warranted part(s) are the responsibility of the consumer/dealer. *This warranty gives you specific rights, and you may also have other rights which may vary from state to state.*