

PILOT STAIRLIFT 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 Merits/Pilot representative.

Warranties are administered through the selling dealer and starting from the **original consumer purchase date**.

5-Year Warranty

- Motor Gear Box
- Over Speed Governor (OSG)
- Rails – Curved / Straight / Hinge

2-Year Warranty

- Non-Wear Components
- Circuit Boards
- Fasteners
- Electrical (Harnesses & Switches)

1-Year Warranty

- Batteries

Warranty Exclusions (Wear items):

- Rollers
- Fuses
- Plastic/Rubber Parts
- Motor Brushes
- Remote Controller
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- Wear & Tear of Powder Coating
- Upholstery Including Seat/Arm Pads/Padding
- Fading, surface corrosion, or deterioration resulting from weather exposure, improper maintenance, flooding, saltwater, or use outside specified environmental conditions. This exclusion does not apply to material or workmanship defects affecting the normal operation of products designed for outdoor use.

Events That Will Void Warranty:

- Neglect, improper operation, and/or maintenance or repair
- Not installed by an authorized dealer
- Units altered or serviced by an agency not authorized by Merits Health Products, Inc.
- 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 a 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.*