Joerns Healthcare Warranty Program

for Joerns® Easy Care® Bed Platform, Model ECS

Joerns EasyCare beds are guaranteed for a period of three years from the date of delivery, against defects in materials and workmanship, under normal use and service.

This three-year warranty includes all mechanical and electrical components.

Steel structural components on beds are covered under warranty for a period of fifteen (15) years from the date of delivery.

Welds are covered under warranty for the lifetime[1] of the product.

Damage caused by use in unsuitable environmental conditions, abuse or failure to maintain the product in accordance with user and service instructions is not covered.

Any alteration, modification, or repair, unless performed by or authorized in writing by Joerns Healthcare, will void this warranty.

Parts

Joerns beds contain various parts that wear from normal use. These parts, such as DC batteries, are not covered under the two-year warranty but are covered for 90 days after date of delivery.

Joerns Healthcare's obligation under this warranty is limited to supplying replacement parts, servicing or replacing, at its option, any product which is found by Joerns Healthcare to be defective.

Warranty replacement parts are covered by the terms of this warranty until the product's original three-year warranty period expires.

When requested by Joerns Healthcare, parts must be returned for inspection at the customer's expense. Credit will be issued only after inspection.

Service

Most service requests can be handled by the facility Maintenance Department with assistance from the Joerns Healthcare Product Service Department.

Most parts requested can be shipped next day air at the customer's expense.

Should a technician be required, one will be provided by Joerns Healthcare, at our discretion. Only the Joerns Healthcare Product Service Department can dispatch authorized technicians.

This warranty is extended to the original purchaser of the equipment.

[1] Intended product lifetime is 20 years.

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