

## Joerns Healthcare Warranty Program for all Joerns assist devices and side rails

Joerns assist devices and side rails are guaranteed for a period of 12 months from the date of delivery against defects in materials and workmanship under normal use and service.

### Warranty

Steel structural components and welds are covered under warranty for a period of five years from the date of delivery.

This warranty does not apply to damage or defects caused by misuse, incorrect handling or installation by a non-authorized installer. Damage caused by use in unsuitable environmental conditions 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.

The product contains various parts that wear from normal use. These parts, such as plastic bushings, are not covered under the 12-month warranty, but are covered for 90 days after purchase of product.

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 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 UPS next day air at the customer's expense. Should a technician be required, at our discretion, one will be provided by Joerns Healthcare. Only the Joerns Healthcare Product Service Department can dispatch authorized technicians. For prompt warranty inspection and service contact your local authorized representative.

