

How to Obtain Warranty Service or Other Information:



**USA
Canada
South America**

Address:
SeQual Technologies Inc.
11436 Sorrento Valley Road
San Diego, CA 92121
Phone: 858.202.3100
800.826.4610
FAX: 877.786.9943
Email: cstechsupport@sequal.com



Europe

Address:
SeQual Technologies Ltd.
Qualtech House
Parkmore Business Park West
Ballybrit, Galway, Ireland
Tel: +353 91 660 310
Fax: +353 1 684 9936
Email: sales@aotinc.net

You will receive instructions on how to ship the Products, Accessories, or Software, at your expense to a SeQual Authorized Service Center.

No returns without authorization and a written confirmation from SeQual.

To obtain service, you must include:

- a.** a written description of the problem
- b.** the name of your Home Health Care Provider if you have one
- c.** your address, phone number, and email

Product Registration

Online Product Registration: www.sequal.com

Product registration is an important step toward enjoying your SeQual products. Registering helps us facilitate warranty service and permits us to contact you should your product require an update or other service. Registration is not required for warranty coverage.

For warranty service of your SeQual optional accessories, you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a SeQual product.

SEQUAL®
www.sequal.com

LIMITED WARRANTY

What Does This Warranty Cover?

Subject to the exclusions contained within, SeQual Technologies Inc. warrants its oxygen system products, basic accessories, optional accessories, software and product and accessories that are serviced, repaired or replaced to be free from defects in material and workmanship under normal consumer usage for the period(s) outlined within.

The limited warranty is a consumer's exclusive remedy, and applies as follows to new SeQual Products, Accessories and Software purchased by dealers, distributors and agents.



EXCLUSIONS

PRODUCT

LENGTH OF COVERAGE

Oxygen Concentrator

Stationary or Portable Oxygen Concentrators.

New Product: Three (3) years from the date of shipment to the Buyer directly from SeQual, or through its Dealers, Distributors or Agents.

Factory Reconditioned Product: Two (2) years from the date of shipment to the Buyer directly from SeQual, or through its Dealers, Distributors or Agents.

Standard Accessories

Parts and pieces shipped with the oxygen system that includes Power Cartridge, AC & DC Power Supplies, Power Cord and Low Profile Cart.

One (1) year from the date of purchase by the Buyer of the product as new equipment.

All Other Parts

Parts and pieces that can be used with the oxygen products.

Ninety (90) days from the date of purchase by the Buyer as new equipment.

Product and Accessories that are Serviced, Repaired or Replaced by SeQual

The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.

Software

Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, thumb drive, or internet download.)

Ninety (90) days from the date of purchase by the Buyer of the product as new equipment.

Limitations: In cases where devices are returned for warranty service and no warranted defect is found, a charge may be levied for diagnostics, assembly/disassembly, calibration and testing as required by local, federal or other governing bodies.

Normal wear and tear. Periodic maintenance, repair and replacement of parts due to normal operation are excluded from coverage.

Power Cartridges (Batteries): Only batteries whose fully charged capacity falls below 80% of their rated capacity are covered by this limited warranty.

Abuse & Misuse. Defects or damages resulting from service, testing, adjustment, installation, alteration, maintenance or modification in any way are excluded from coverage, including:

- a. improper operation, storage, abuse, accident or neglect, such as physical damage to the surface of the product resulting from misuse
- b. ingress of liquids, water, rain, extreme humidity, sand, dirt or the like, extreme heat, food or animals
- c. use of the Products or Accessories for commercial purposes or subjecting the Product and Accessories to abnormal usage or conditions
- d. other acts which are not the fault of SeQual, are excluded from coverage or
- e. lack of user and/or provider required preventive maintenance and/or calibration.

Use of Non-SeQual endorsed Products and Accessories. Defects or damages that result from the use of non-SeQual branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

Altered Products. Products or Accessories with:

- a. serial number or lot (date) code that has been removed, altered or obliterated
- b. broken seals or that show evidence of tampering
- c. mismatched board serial numbers or revision combinations or
- d. nonconforming or non-SeQual parts are excluded from coverage

Who is Covered?

This warranty extends only to the first consumer purchaser and is not transferable.

What Will SeQual Do?

SeQual may at no charge repair or replace the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts.