

Warranty Terms & Conditions

	Equipment Types	Standard Warranty Duration
Capital Equipment	Profiling & Critical Care Beds, Hoist System & Mobiles, Baths, Sinks, Toilets, Wheelchairs, Benches, Trolleys	18 Months
Parts & Accessories	Handsets, cables,	6 Months
Consumables	Batteries	3 Months

Standard/Extended Warranty

Innova guarantees its products for the duration agreed, covering the delivery and supply of Equipment and components which are of any defect or non-conformity.

Please keep all documentation. It is essential when making a warranty claim to provide the serial number of the CE in question and the ability (if requested) to supply proof of purchase.

Innova reserves the option to examine the product under warranty before agreeing to the supply of a direct replacement, to know the nature or origin of the nonconformity, deciding about the covering or exclusion of warranty. In case of warranty exclusion, the carriage and other costs incurred will be met by the customer.

Causes that will be exempt of the extended warranty include:

1. Damages caused by undue or inappropriate use/storage of the product.
2. Non-observances of the stipulations of the Equipment User Manual.
3. Wear due to normal use of product, including stains and breaks/tears in material and/or handling.

Warranty & Active Service and Maintenance Agreement

Innova guarantees for all successful warranty claims the inclusion of associated labour and callout costs. This guarantee is only available for the concurrent duration of both the products warranty period and an Innova service and maintenance agreement.

Causes that will be exempt:

1. Damages caused by undue or inappropriate use/storage of the product.
2. Non-observances of the stipulations of the Equipment User Manual.
3. Wear due to normal use of product, including stains and breaks/tears in material and/or handling.