

WARRANTY

1. Standard Warranty and Customer Service

Elvation Medical guarantees our equipment to be free from any defects in materials and workmanship under normal use and service for one year one year or 5,000,000 pulses for the F7G3/ FBL 10x5 G2/F10G4/FB10G6/F10G10 therapy head and one year for the Control Unit and Pedal Footswitch. Elvation Medical warrants all other accessories for 30 days. Elvation Medical's general terms and conditions may be found on the back of our invoice. Parts delivered separately by Elvation Medical are subject to all of the same general terms and conditions for our products, including the limitations of warranty and liability. In the event of product re-sale, the conditions of this warranty are not transferable. All products must be returned to Elvation Medical for any necessary or desired repair or part replacement. No product repair or part replacement should be done by any party other than Elvation Medical unless the care and instruction manual or other written information indicates that repair or part replacement is authorized. If authorized, parts must be re-placed only by parts supplied or specified by Elvation Medical and product repair and part replacement must be done in strict conformance with Elvation Medical specifications and instructions for repair and part replacement, including post replacement testing and recalibration. Failure to follow this requirement in any way can be dangerous to you, your personnel and your patients and voids the warranty for the product repaired or the product in which the part was replaced and if the part was supplied by Elvation Medical, for that part. Delivery by Elvation Medical of technical documents such as circuit or other design diagrams does not constitute authorization for product repair or part replacement. Elvation or Richard Wolf equipment and other products should never be modified or altered under any circumstances. Contact Elvation Medical if you have any question regarding the repair of Richard Wolf and Elvation equipment and products. These instructions are not intended to cover all details or variations in equipment, nor to provide for every possible contingency to be met in connection with installation, operation, or maintenance. Should further information be required or should problems arise which are not covered sufficiently for the purchaser's purpose, the matter should be referred to Elvation Medical. National sales and service offices are located in USA and Germany. Trained distributor personnel are located throughout the U.S. to serve you. For any questions regarding this equipment, or to place an order, contact Elvation Medical.

1.1. REPAIR POLICY

Defective merchandise will be repaired or replaced at no charge to the customer, provided the customer delivers such defective merchandise prepaid. Any repairs, maintenance or servicing of Elvation merchandise by anyone other than a factory authorized representative will render our warranty null and void.

1.2. REPAIR SHIPMENTS

When returning your product for repair, we suggest that you prevent shipping damage to the product by re-using the box that it was originally shipped in. Elvation also recommends that the product be insured for an amount to cover the cost of replacement.

1.3 EXTENDED WARRANTY

An extended warranty is available for purchase for therapy sources and control unit. Please email eddie.jentz@elvationusa.com for more information.

If extended warranty is purchased at the end of the original one (1) year warranty, we require that all equipment is sent in for a performance check. The extended warranty can be purchased with the initial purchase or at any time within 10 million pulses on any device. Once purchased, the extended warranty begins at the end of the original warranty.

1.4 ANNUAL PERFORMANCE CHECK

- A performance check is recommended once per year for both the Control Unit and Therapy Source(s). The cost of a performance check includes ground shipping and the checking of the Control Unit and one (1) Therapy Source. To check any additional therapy source is an additional fee.
- This cost is not covered within the extended warranty purchase.

1.5 LOANER POLICY

Loaner unit and/or therapy source is included when equipment is under warranty, but subject to service pool availability. To expedite the service of broken equipment, we recommend that Customer sends in faulty equipment as soon as they're provided labels, regardless of loaner availability. If equipment is not under warranty, there is a rental fee that includes the loaner Control Unit and one (1) Therapy Source.

Elvation Medical has an on-site fully-certified Service Technician to handle all service cases and warranty issues. Eddie Jentz can be reached at eddie.jentz@elvationusa.com for any questions regarding service issues or pricing.