

WARRANTY

Pivotal Health Solutions warrants to the **original purchaser** that each PHS Medical product shall be free from defects in material and workmanship and agrees to remedy any such defect or to furnish a new or equal part in exchange, therefore. Warranty covers components and repairs (labor) indicated below, commencing on date of original shipment. Labor coverage may not include replacement or installation of small parts or components. Pivotal Health Solutions Service and/or Sales will determine the technical level of service needed and approve labor coverage on a case by case basis.

Pivotal Health Solutions reserves the right to inspect claimed defective products. No returns, replacements or repairs may be made without prior written consent. Please do not return any product to Pivotal Health Solutions or its service center without first contacting Customer Service for Return Authorization number. Products returned without a Return Authorization number will be refused back to the customer at their expense.

This Warranty covers defects in materials and workmanship provided the product is used for the normal purpose for which intended. The customer shall be responsible for the proper set-up and use of the product. This Warranty does not include damage resulting from accident and expressly excludes normal wearing of parts or deterioration due to normal wear and tear, damage caused by improper set-up or storage, defect caused by transportation, accident, fire, flood, alteration, abuse, misuse, or negligence. Pivotal Health Solutions shall not be liable for any direct or indirect, incidental, exemplary, or consequential damages or delay, including damages for loss of income or loss of use.

Any obligation of Pivotal Health Solutions under this Warranty shall automatically and immediately terminate, without notice from or any further action by Pivotal Health Solutions and Pivotal Health Solutions shall have no responsibility for damages of any kind as a result of the occurrence of any of the following:

- accident, misuse, abuse or negligent use of the Products or any component thereof;
- any repair or alteration of the Products or any component thereof made outside Pivotal Health Solutions' authorization;
- improper installation, setup, or operation (including both mechanical and electrical) of the Products or any component thereof, which includes operation of the Product not in accordance with the Product's operating manual;
- failure to provide normal maintenance for the Products or any component thereof in accordance with the Product Operating Manual;
- alteration or obliteration of any identifying marks.

OUR BRANDS

Epidural Positioning

Products: (EPD Package 2) Epidural Position Device and (E-EPD) Electric Epidural Position Device

Parts Warranty: 5 Years on frame (Structural Only)
2 Years on electrical components
1 Year on foam and upholstery
1 Year on moving components, hardware, and accessories
90 Days on Batteries
Out-of-Box on disposable items

Labor Warranty: Labor covered on repairs in 1st year

Physical Therapy Tables & Storage Products

Products: Treatment Tables, Treatment Cabinets, Treatment Carts, SmartCarts, Hydration Carts, Medical Cabinets, Treatment and Recovery Cabinets, Staircases, Whirlpool Tables, Stationary Cabinets, Multi-Purpose Carts, Medical Cabinets, and Portable Mirrors

Parts Warranty: 10 Years on aluminum (Structural Only)
5 Years on steel or wood frame (Structural Only)
3 Years on laminate, phenolic or plastic frame (Structural Only)
2 Years on electrical components
2 Years on standard foam and standard upholstery
1 Year on moving components, hardware, accessories, and custom-printed upholstery and graphics (excluding Rolling Stools with Full Color Graphics - RS-LOGO, MRS-LOGO)
6 Months on Rolling Stools with Full Color Graphics (RS-LOGO, MRS-LOGO)

Exceptions: Basic Wood Treatment Table – 2 Years (Structural Only)
Essential Thera-P Electric Treatment Table – 2 Years (Structural Only)
Portable Aluminum Treatment Table – 5 Years (Structural Only)

Labor Warranty: Labor covered on repairs in 1st year

Apollo Laser Therapy: Desktop (AP2-DT)

Products: Desktop (AP2-DT)

Parts Warranty: 2 Years on Control Unit
1 Year on probes
Out-of-Box** on batteries, probe cables, and accessories

Labor Warranty: Labor covered on repairs in 1st year

Apollo Laser Therapy: Portable (AP2-PT)

Products: Portable (AP2-PT)

Parts Warranty: 2 Years on Control Unit
1 Year on probes
Out-of-Box** on batteries, probe cables, and accessories

Labor Warranty: Labor covered on repairs within the parts warranty

OUR BRANDS

Clinical Accessories

Products

FMST Tools
 Pneumatic Rolling Stools
 Pneumatic Rolling Stools with Full Color Graphics
 Logo Rugs and Mats
 Wellness Mats
 Wellness Mat Logo
 Bolsters
 Omni Cervical Relief Pillow
 Weights
 Work Conditioning
 Ambulation Training

Warranty

Limited Lifetime
 1 Year
 6 Months
 1 Year
 10 Years
 1 Year
 1 Year
 Out of Box*
 1 Year**
 3 Years
 3 Years

****All Accessory Warranties are parts only. Labor not included.***

****Out of Box Failure:*** An out of box failure is defined as a product that fails to perform correctly due to a defect in workmanship or material during the initial set-up and installation of the product. To qualify as an out of box failure, Custom Craftworks must be contacted, and a return authorization issued within thirty (30) days from original shipment of the product.

*****Normal wear and tear will not constitute a defect.***

Obtaining Warranty Service

Warranty service must be obtained through either Pivotal Health Solutions or an authorized dealer in the PHS product line for which warranty service is requested. To expedite the process please include the invoice number and/or product serial number in your request.

Pivotal Health Solutions, Inc.
 3003 9th Avenue SW
 Watertown, SD 57201
 PH: 800-743-7738
service@pivotalhealthsolutions.com

OUR BRANDS



*** HOW TO CLEAN YOUR UPHOLSTERY PRODUCTS ***

- For day to day cleaning, a solution of 10% mild household liquid dish soap with warm water, applied with a soft, damp cloth. Rinse with clean water and dry.
- For stains, dampen a soft white cloth in a one to one (1:1) solution of Fantastik® and water OR Formula 409® and water. Rub gently and rinse with a water dampened cloth.
- For more difficult stains, dampen a soft white cloth with a solution of household bleach (10% bleach / 90% water). Rub gently and rinse with a water dampened cloth to remove bleach concentration.

There is a disinfecting wipe on the market called Protex Ultra Disinfectant Wipes. Many of our customers use these.

WHAT NOT TO USE: Using the wrong cleaning agents you can void your warranty and crack, dry out and destroy your vinyl. Do not use any cleaning agents that contain alcohol, harsh chemicals or abrasives. **When in doubt, give us a call!**

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