

Medical Cart Fixed Solution Standard Limited Warranty

What You Can Expect

Howard Medical fixed solutions are manufactured in compliance with the highest industry standards for extreme durability and maximum reliability. Each fixed solution is inspected and tested individually to ensure the superior performance required by healthcare professionals.

The high-quality construction of your new product, backed by Howard Medical's top-rated, comprehensive warranty and world-class support team, gives you every reason to expect optimal performance now, and for many years to come.

What Is Covered

Howard Medical, a division of Howard Industries, Inc., warrants its fixed solutions to be free of defects in material and workmanship for a defined period of time from the ship date.

- Medical Arms [5-years]
- Medical Cabinets [3-years]
- Medical Hubs [3-years]

NOTE:

- Replacement parts and products are shipped via standard ground transportation.
- Custom colors and configurations may delay shipment of replacement parts or product.
- Computers and computer peripherals are not included under this warranty.
- Gas spring arms are not included in this warranty.
- The Howard Medical Warranty does not cover damage, defects, or operational malfunction of the product due to or caused by abuse, accident, misuse, negligence, physical damage, Act of God, failure to follow proper instructions and guidelines, unauthorized service or repair, damage from electrical power problems, shipping damage, failure to perform preventive maintenance, damage from computer and computer peripherals, and product modification.
- Howard Medical Technical Support may request the customer to provide reasonable assistance during diagnosis.

Warranty Process

If during the warranty period the Howard Medical product proves to be defective under normal use, Howard Medical will work with the customer to resolve the issue utilizing our 4-step Customer Satisfaction Experience as outlined below:

1. Phone support (888-323-3151) 24/7 (excluding US holidays)
 - US Based, English speaking
 - Tiered phone support escalated to engineering, if needed

If a Howard Medical Engineer cannot resolve the perceived issue, it is within Howard Medical's sole discretion to resolve the issue with one of, or a combination of the following actions:

2. Replacement OEM Part
3. Replacement Product(when necessary)
4. On-site Technician (when necessary)

The complete warranty statement is available on the product resource disc or may be obtained by contacting Howard Medical support at 888.323.3151.

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