

## Medical Cart Extended Limited Warranty

5-Year Mechanical  
 5-Year Electrical<sup>2</sup>  
 5-Year Battery Defect<sup>1, 2</sup>  
 5-Year Battery Performance<sup>1, 2</sup>

### What You Can Expect

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

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

### What Is Covered

Howard Medical, a division of Howard Industries, Inc., warrants its medical carts<sup>2</sup> to be free of defects in material and workmanship for a defined period of time from the ship date.

- Mechanical Parts [5-years]
- Electrical Parts [5-years]<sup>2</sup>
- Lithium Iron Phosphate battery [5-years] – Defect<sup>1, 2</sup>
- Lithium Iron Phosphate battery [5-years] – Performance<sup>1, 2</sup>

Howard Medical warrants its cart batteries based on performance (50% of original capacity) for a defined period of time from the ship date.

### NOTE:

- This Extended Warranty is standard on all Howard Medical carts.
- Computers and computer peripherals are not included under 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.
- Howard Medical will provide a return shipping label for purposes of returning the faulty part.

### 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
  - Expedited Shipments
3. Replacement Medical Cart (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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<sup>1</sup>See "Lithium Phosphate Battery Limited Warranty" section on warranty statement for more information.

<sup>2</sup>Excludes HI-View carts