

Medical Cart Purchased Part Limited Warranty

What You Can Expect

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

What Is Covered

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

- Medical Cart Parts [90-days]
- Lithium Iron Phosphate battery [1-year]¹
- Seal Lead Acid battery [60-days] – Performance²

NOTE:

- Purchased parts are intended for use on Medical Carts only.
- Lithium batteries purchased as a power system retrofit are covered under the Power System Retrofit Kit warranty.
- 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 Technical Support 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 3-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. 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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¹See "Lithium Phosphate Battery Limited Warranty" section on warranty statement for more information.

²See "SLA Battery Limited Warranty" section on warranty statement for more information.