

IMPORTANT: WARRANTY UPDATE

The following changes are being implemented in regards to issuing replacements for defective Medistrom Backup Power Supply Units under warranty effective immediately (Thursday September 1st, 2016).

Medistrom guarantees that the Pilot, Pilot Plus and Co-Pilot Backup Power Supply Batteries shall remain free from manufacturer defects for 12 months from the date of purchase by final user*. This warranty is non transferrable. This warranty is only valid when the vendor properly maintains the Medistrom Backup Power Supply Batteries in their possession before they are sold to patients.

*Please note that the Medistrom Backup Power Supplies (Pilot, Pilot Plus and Co-Pilot units) must be **CHARGED TO FULL BEFORE STORAGE AND EVERY 6 MONTHS OR LESS WHILE IN STORAGE**. Failure to charge the Medistrom Backup Power Supplies at least every 6 months is considered **NEGLECT**. Any Medistrom Backup Power Supply that is found to be malfunctioning due to neglect will have its **WARRANTY VOIDED**.*

Patients are always encouraged to contact Medistrom Technical Support directly for any questions or issues that they may be experiencing. If a patient chooses to go through a vendor to submit a warranty claim, please make sure to follow the steps outlined below:

A call to **Medistrom Technical Support (1-888-400-8987 x2)** must be made with the patient present. A Support Technician must be able to speak to the patient in order to diagnose and troubleshoot any issue that may be occurring. If the Support Technician deems that the unit is eligible for a repair or replacement under warranty, an RMA number will be issued along with further instructions for processing the claim.

ONLY in cases where Medistrom Technical Support cannot be reached and the patient requires an URGENT exchange, the “**Warranty Claim form for Vendors**” (Included below) must be completely filled out. *If this information is NOT collected, a warranty claim will NOT be accepted and an exchange unit will NOT be provided.*

*Units that are used as loaners for patients will be under manufacturer warranty for 12 months from the date the units were purchased by the vendor.

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