

IMPORTANT: WARRANTY UPDATE

October 29, 2018

Medistrom guarantees that the Pilot, Pilot Plus, Co-Pilot and Pilot Lite 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 purchased from an authorized vendor who properly maintains the Medistrom Backup Power Supply Batteries in their possession before they are sold to final users.

Please note that all Medistrom Backup Power Supplies (Pilot, Pilot Plus, Co-Pilot and Pilot Lite 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.***

Medistrom will cover the cost of ground shipping for the return and exchange of all defective units under warranty within the first 30 days of purchase by the final user within Canada, continental United States, European Union countries located in continental Europe, the United Kingdom and Australia ONLY.

After this 30 day period the final user is responsible for all shipping costs including all duties and taxes related to shipping a defective unit for repairs back to Medistrom Technical Support Center located in Toronto, Canada. Following repairs Medistrom will cover the cost of ground shipping including all duties and taxes of the refurbished or exchange unit back to the final user within Canada, continental United States, European Union countries located in continental Europe, the United Kingdom and Australia ONLY.

***The final user is the original purchaser from an authorized vendor. 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.**

Choice One Medical

O: 1-888-407-4791 | F: 647-846-1263

info@choiceonemedical.com

1 Westside Drive unit 2A, Toronto, ON, M9C 1B2

www.choiceonemedical.com / www.medistrom.com