Medistrom Warranty Policy

Medistrom guarantees that the Pilot-12 Lite, Pilot-24 Lite, Pilot-19 Lite, Pilot Flex or Pilot Cruise Battery Backup Supply shall remain free from manufacturer defects for **twelve months** from the date of purchase. This warranty is not transferable and will only be available to the original purchaser. The warranty is valid only in the country where the purchase was originally made. This warranty will not cover physical damage resulting from improper use. Medistrom reserves the right to choose whether to repair or replace the product.

CAUTION: Fully charge your Medistrom Battery Backup Supply before storage and once EVERY 6 MONTHS. Failing to do so will void the warranty. Medistrom reserves the right to update the warranty policy without notice. This warranty does not cover physical damage resulting from improper use.

Contact Medistrom Technical Support for any inquiries or to submit a warranty claim: **support@choiceonemedical.com** or **1-888-407-4791**. Please provide the following information when contacting support:

- 14-digit battery serial number
- Date of purchase by the customer (Proof of purchase required)
- Detailed description of the issue

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.**

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