

## How to Obtain Warranty Service or Other Information.

USA  
Canada  
South America



**Address:**  
SeQual Technologies Inc.  
11436 Sorrento Valley Road  
San Diego, CA 92121  
**Phone:**  
858.202.3100  
800.826.4610  
**FAX:**  
877.786.9943  
**Email:**  
techsupport@sequal.com

Europe



**Address:**  
Verdunplein 10  
5627 SZ Eindhoven  
The Netherlands  
**Phone:**  
+31402128606  
**FAX:**  
+31402111240  
**Email:**  
techsupport@sequaleurope.com

You will receive instructions on how to ship the Products, Accessories, or Software, at your expense, to a SeQual Authorized Service Center. To obtain service, you must include: (a) a written description of the problem; (b) the name of your Home Health Care Provider, if you have one; and most importantly, (c) your address, phone number, and email.

### Product Registration

Online Product Registration: [www.sequal.com](http://www.sequal.com)

Product registration is an important step toward enjoying your SeQual products. Registering helps us facilitate warranty service, and permits us to contact you should your product require an update or other service. Registration is not required for warranty coverage.

For warranty service of your SeQual optional accessories, you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a SeQual product.



## LIMITED WARRANTY



### What Does This Warranty Cover?

Subject to the exclusions contained below, SeQual Technologies Inc. (SeQual) warrants its oxygen system products, standard accessories, optional accessories, decorative accessories and cases, product accessories that are repaired or replaced and software, to be free from defects in material and workmanship under normal consumer usage for the period(s) outlined below. The limited warranty is a new consumer's exclusive remedy, and applies as follows to new SeQual Products, Accessories and Software purchased by dealers, distributors, agents or the first consumer purchaser of the products in the United States, Canada, South America and Europe, which are accompanied by this written warranty.



## PRODUCT COVERED

**Oxygen System Products,** excluding Power Cartridge (battery), power supplies, carts as defined above, unless otherwise provided for below.

**Standard Accessories.** Parts and pieces shipped with the oxygen system that include, a battery, AC Power Supply, DC Power Supply and Cart.

**Optional Accessories.** Parts and pieces that can be used with the oxygen products, such as battery chargers, cannula, tubing, humidifiers.

**Decorative Accessories and Cases.** Bags, carrying cases, wraps, bezels

**Product and Accessories that are Repaired or Replaced.**

**Software.** Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, thumb drive, or internet download.)

## LENGTH OF COVERAGE

☒ **Three (3) years** from the date of purchase by the Buyer directly from SeQual, or through its Dealers, Distributors, Agents, or the first consumer purchaser of the product as new equipment unless otherwise provided for below.

☒ **One (1) year** from the date of purchase by the Buyer directly from SeQual, or through its Dealers, Distributors, or Agents, or the first consumer purchaser of the product as new equipment.

☒ **Ninety (90) days** from the date of purchase by the Buyer directly from SeQual, or through its Dealers, Distributors, or Agents, or the first consumer purchaser of the product as new equipment.

☒ **Thirty (30) days** from the date of purchase by the Buyer directly from SeQual, or through its Dealers, Distributors, or Agents, or the first consumer purchaser of the product as new equipment.

☒ **The balance of the original warranty or for ninety (90) days** from the date returned to the consumer, whichever is longer.

☒ **Ninety (90) days** from the date of purchase by the Buyer directly from SeQual, or through its Dealers, Distributors, or Agents, or the first consumer purchaser of the product as new equipment.

## EXCLUSIONS

**Normal wear and tear.** Periodic maintenance, repair and replacement of parts due to normal operation are excluded from coverage.

**Power Cartridges (Batteries):** Only batteries whose fully charged capacity falls below 80% of their rated capacity are covered by this limited warranty.

**Abuse & Misuse:** Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage to the surface of the product resulting from misuse; (b) ingress of liquids, water, rain, extreme humidity, sand, dirt or the like, extreme heat, food or animals; (c) use of the Products or Accessories for commercial purposes or subjecting the Product and Accessories to abnormal usage or conditions; or (d) other act which are not the fault of SeQual, are excluded from coverage.

**Use of non-SeQual endorsed Products and Accessories.** Defects or damages that result from the use of Non-SeQual branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

**Unauthorized service or modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than SeQual or its authorized service centers, are excluded from coverage.

**Altered Products.** Products or Accessories with (a) serial number or lot (date) code that has been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers or revision combinations; or, (d) nonconforming or non-SeQual parts are excluded from coverage.

### Who is Covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

### What Will SeQual Do?

SeQual, at its option, will at no charge repair or replace the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts.