

MERITS HEALTH PRODUCTS, INC. WARRANTY POLICY

Merits Health Products, Inc. will repair or replace the following items that have a manufacturing defect. Credit will be given following inspection by an authorized representative of Merits Health Products, Inc. into the material or workmanship.

5-Year Warranty from the original date of consumer purchase:

- Base Frame
- Seatbelt

18-Month Warranty from the original date of consumer purchase:

- Joystick/Power Module/Controller
- Motor/Gearbox/Brake Assembly
- Circuit Boards
- Angle Sensor
- Electrical Harness
- Charger
- Transaxle
- Cushions

13-Month Warranty from the original date of consumer purchase:

- Seat Post/Mount
- Power Seat Actuator
- Caster Beam
- Joystick Mounting Bracket
- Metal Sitting Frame
- Anti Tipper Assembly
- 31Ah or above batteries
- Powered Footplate
- Armrest Bracket (metal part only)
- Caster Forks

6-Month Warranty from the original date of consumer purchase:

- Bearings/Bushings
 - Front Riggings
 - Non-Powered Footplate
 - Swivel Seat Mechanism
 - Batteries less than 31Ah supplied by Merits
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Pilot Staircase:

5-Year Warranty from the original date of consumer purchase:

- Motor Gear Box
- Over speed Governor (OSG)
- Rails – Curved / Straight / Hinge

2-Year Warranty from the original date of consumer purchase:

- Non-Wear Components
 - Circuit Boards
 - Fasteners
 - Electrical (Harness & Switches)
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Warranty Exclusions: The following items are excluded from warranty:

- Tires & Tubes
- Fuses & bulbs
- Battery cases
- Plastic/Rubber parts
- Motor brushes
- Brake pads
- Upholstery including seat/arm pads/padding
- Painted surfaces including shrouds/fenders

Warranty becomes invalid on any parts damaged from:

- Acts of nature, lost or stolen
 - Commercial use
 - Neglect, improper operation, and/or maintenance or repair
 - Units altered or serviced by an agency not authorized by Merits Health Products, Inc.
 - Serial numbered products if the serial number has been removed or defaced
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Part(s) purchased outside of warranty have 90 days to report manufactured defect.

Warranty Service:

Merits Health Products, Inc. retains the right to replace the warranted part(s) with either refurbished or new part(s) at their discretion. Any costs related to labor, service calls, transportation, freight, or other charges associated with the installation of warranted part(s) are the responsibility of the consumer/dealer. *This warranty gives you specific rights and you may also have other rights which may vary from state to state.*