

Manufacturer's Limited Product Warranty - International

This document outlines the warranty coverage for Savaria products, Handicare stairlifts and Matot products (collectively "the Manufacturer") sold in Central & South America, Caribbean, Australia, New Zealand, and China.

Term of Warranty:

- Savaria products: 36 months
- Handicare stairlifts: 24 months warranty with additional conditions detailed herein
- Savaria Pegasus: 24 months
- Matot products: 12 months

Warranty Commencement:

All warranty periods commence on the date product is shipped from a Savaria or Savaria subsidiary factory or distribution center. The purchase price of the product must be paid in full to the Manufacturer (via the reseller) before warranty parts will be released.

Coverage:

The warranty applies to parts required, for repair or replacement, at Manufacturer's option, for part failures due to defective material or workmanship. The Manufacturer may, at its option, provide factory-reconditioned parts. This warranty is facilitated by the Authorized Savaria Dealer on behalf of the final purchaser of the product and is not transferable. The Manufacturer's warranty does not cover labor charges for troubleshooting, removal, repair, or replacement of warranty parts but such costs may be covered for a period of time by the Authorized Dealer's warranty, which is provided to purchaser separately.

Conditions:

1. This warranty only applies to products purchased, installed, serviced and maintained by an Authorized Savaria Dealer in conformance with all applicable local and national codes. Warranty parts are provided to the authorized Savaria dealer only after on-site troubleshooting has been conducted with Savaria Technical Support whereby the part(s) have been deemed defective.
2. The warranty is void if regular inspection and maintenance of product is not being carried out by an Authorized Savaria Dealer in accordance with the recommendations provided in the Owner's Manual. It is the Owner's responsibility to keep records of all such service Savaria Technical Support may request copies of maintenance records prior to providing warranty parts. To maintain warranty, products installed in harsh environments (e.g. salt water, temperature extremes), will require additional maintenance.

This warranty does not apply to the following:

Consumable items including: light bulbs, batteries, UPS (uninterruptible power supplies), oil seals, mechanical switches, guide shoe inserts, drive belts, hydraulic fluids, greases, oils, etc.

Structural or cosmetic components that are subject to normal wear and tear, external forces and/or misuse. This includes metal panels, glass, acrylic, gates, travelling cable, doors, buttons, switches, upholstery, trim, etc.

Items that require periodic assessment, maintenance and/or replacement. This includes paint, caulking, weather seals, etc.

Malfunction or damage to product caused by accident, misuse, abuse or vandalism, lack of proper maintenance, improper installation or placement of product, neglect, improper adjustment, modification or alteration, structural condition of building or hoistway, overloading, failure to follow operating instructions, or acts of God.

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Additional Handicare stairlift warranty information:

- The warranty applies to the original purchaser of the product and is not transferable.
- The motor and gearbox are covered by a lifetime warranty, specified as 10 years for units installed indoors and 5 years for units installed outdoors.

Parts Shipments:

Required warranty parts will be shipped at Savaria's expense by FedEx ground. Expedited or air shipment of parts is available at Dealer's request and expense. Some parts covered under this warranty may be commercially available from a source close to the job site and Savaria will reimburse Dealer for cost to purchase these items provided that approval is obtained from Savaria's Technical Support Department in advance.

For products installed in Central or South America, the Caribbean, Australia, and New Zealand, parts that are missing or defective at the time of installation will be shipped at the Manufacturer's expense using the Manufacturer's chosen shipping method. All other parts required during the warranty period will be shipped at the Dealer's expense, and the Dealer may charge the customer for these costs.

Warranty on Parts Sales:

All parts purchased outside of the warranty period have a 90-day warranty.

Disclaimers:

Savaria (Savaria Concord Lifts, Inc.) disclaims liability for any personal injury or property damage resulting from the operation of a product that has been modified from the original Savaria design. No person or company is authorized to change the design of this product without written authorization by Savaria.

Savaria's obligation under this warranty is exclusively limited to the repair or exchange of parts that fail within the applicable warranty period.

Savaria assumes no responsibility for expenses or damages, including incidental or consequential damages. Some states and/or provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation may not apply to you. This Warranty supersedes all other published warranties in Owner's and Installation Manuals.