



Warranty

Form CC-0002 Rev 05/22 Page 1 of 3

Pivotal Health Solutions warrants to the original purchaser that each PHS Medical product shall be free from defects in material and workmanship and agrees to remedy any such defect or to furnish a new or equal part in exchange, therefore. Warranty covers components and repairs (labor) indicated below, commencing on date of original shipment. Labor coverage may not include replacement or installation of small parts or components. Pivotal Health Solutions Service and/or Sales will determine the technical level of service needed and approve labor coverage on a case-by-case basis.

Pivotal Health Solutions reserves the right to inspect claimed defective products. No returns, replacements or repairs may be made without prior written consent. Please do not return any product to Pivotal Health Solutions or its service center without first contacting Customer Service for Return Authorization number. Products returned without a Return Authorization number will be refused back to the customer at their expense.

This Warranty covers defects in materials and workmanship provided the product is used for the normal purpose for which intended. The customer shall be responsible for the proper set-up and use of the product. This Warranty does not include damage resulting from accident and expressly excludes normal wearing of parts or deterioration due to normal wear and tear, damage caused by improper set-up or storage, defect caused by transportation, accident, fire, flood, alteration, abuse, misuse, or negligence. Pivotal Health Solutions shall not be liable for any direct or indirect, incidental, exemplary, or consequential damages or delay, including damages for loss of income or loss of use.

Any obligation of Pivotal Health Solutions under this Warranty shall automatically and immediately terminate, without notice from or any further action by Pivotal Health Solutions and Pivotal Health Solutions shall have no responsibility for damages of any kind as a result of the occurrence of any of the following:

- accident, misuse, abuse or negligent use of the Products or any component thereof;
- any repair or alteration of the Products or any component thereof made outside Pivotal Health Solutions' authorization;
- improper installation, setup, or operation (including both mechanical and electrical) of the Products or any component thereof, which includes the operation of the Product not in accordance with the Product's operating manual;
- failure to provide normal maintenance for the Products or any component thereof in accordance with the Product Operating Manual;
- Alteration or obliteration of any identifying marks.





Note: Warranty periods listed below apply only to products purchased in new condition. Any tables sold as a factory blemish or in used condition are sold 'as-is' and are limited to a (1) year warranty on the frame only, commencing on the date of delivery.

<p><i>Thera-P Electric Treatment Tables:</i> Products: Essential Thera-P Electric Treatment Table, Thera-P Electric Treatment Table, Essential Thera-P Bariatric Electric Treatment Table, Thera-P Bariatric Electric Treatment Table, Essential Thera-P Bobath Electric Treatment Table, Thera-P Bobath Electric Treatment Table</p>	<p>Parts Warranty: Limited lifetime on frame (Structural Only) 5 Years on electrical components 2 Years on foam and upholstery 1 Year on moving components, hardware, and accessories 1 Year on battery Labor Warranty: Labor covered on repairs in 1st year</p>
<p><i>Epidural Positioning:</i> Products: (EPD Package 2) Epidural Position Device and (E-EPD) Electric Epidural Position Device</p>	<p>Parts Warranty: 5 Years on frame (Structural Only) 2 Years on electrical components 2 Years on foam and upholstery 1 Year on moving components, hardware, and accessories 90 Days on Batteries Out-of-Box on disposable items Labor Warranty: Labor covered on repairs in 1st year</p>
<p><i>Physical Therapy Tables & Storage Products:</i> Products: Treatment Tables, Treatment Cabinets, Treatment Carts, SmartCarts, Hydration Carts, Medical Cabinets, Treatment and Recovery Cabinets, Staircases, Whirlpool Tables, Stationary Cabinets, Multi-Purpose Carts, Medical Cabinets, and Portable Mirrors</p>	<p>Parts Warranty: 10 Years on aluminum (Structural Only) 5 Years on steel or wood frame (Structural Only) 3 Years on laminate, phenolic or plastic frame (Structural Only) 2 Years on electrical components 2 Years on standard foam and standard upholstery 1 Year on moving components, hardware, accessories, and custom-printed upholstery and graphics (excluding Rolling Stools with Full Color Graphics - RS-LOGO, MRS-LOGO) 6 Months on Rolling Stools with Full Color Graphics (RS-LOGO, MRS-LOGO) Exception: Portable Aluminum Treatment Table – 5 Years (Structural Only) Labor Warranty: Labor covered on repairs in 1st year</p>
<p><i>Apollo Laser Therapy: Desktop (AP2-DT):</i> Products: Desktop (AP2-DT)</p>	<p>Parts Warranty: 2 Years on control unit 1 Year on probes Out-of-Box** on batteries, probe cables, and accessories Labor Warranty: Labor covered on repairs within the parts warranty</p>
<p><i>Apollo Laser Therapy: Portable (AP2-PT):</i> Products: Portable (AP2-PT)</p>	<p>Parts Warranty: 2 Years on control unit 1 Year on probes Out-of-Box** on batteries, probe cables, and accessories Labor Warranty: Labor covered on repairs within the parts warranty</p>

<p><i>Clinical Accessories:</i> Products: Pneumatic Rolling Stools Logo Rugs and Mats Wellness Mat Logo Bolsters Weights*</p>	<p>1 Year</p> <p>*Normal wear and tear will not constitute a defect.</p>
Pneumatic Rolling Stools with Full Color Graphics	6 Months
Wellness Mats	10 Years
FMST Tools	Limited Lifetime
Work Conditioning & Ambulation Training	3 Years
Omni Cervical Relief Pillow	*Out of Box Failure: An out of box failure is defined as a product that fails to perform correctly due to a defect in workmanship or material during the initial set-up and installation of the product. To qualify as an out of box failure, PHS Medical must be contacted, and a return authorization issued within thirty (30) days from original shipment of the product.

Obtaining Warranty Service

Warranty service must be obtained through either Pivotal Health Solutions or an authorized dealer in the PHS product line for which warranty service is requested. To expedite the process please include the invoice number and/or product serial number in your request.

How To Clean Your Upholstery Products

- For day to day cleaning, use a solution of 10% mild household liquid dish soap with warm water, applied with soft damp cloth. Rinse with clean water and dry.
- For stains, dampen a soft white cloth in a one to one (1:1) solution of Fantastik® and water OR Formula 409® and water. Rub gently and rinse with clean water and dry.
- For more difficult stains, dampen a soft white cloth with a solution of household bleach (10% bleach / 90% water). Rub gently and rinse with clean water to remove bleach concentration and dry.



*There is a disinfecting wipe on the market called *Protex Ultra Disinfectant Wipes*. Many of our customers use these.

- EPA and CDC approved
- Eliminates 99.9% bacteria in 15 seconds
- Disinfect in 4 minutes
- Kills the virus that causes (SARS-COV-2)

What Not To Use:

Using the wrong cleaning agents you can void your warranty and crack, dry out and destroy your vinyl.

Do not use any cleaning agents that contain alcohol, harsh chemicals or abrasives.

When in doubt, give us a call!