



Warranty Information

Homecare/ Hi-Lo - Ultra Low - Tilt - Companion



WARRANTY AGAINST DEFECTS

Our products come with a guarantee or warranty from the manufacturer. In addition, our goods and services come with guarantees that cannot be excluded under the New Zealand Consumer Law.

You are entitled to a replacement or may be entitled to a refund for a major failure. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

How Liberty HealthCare will remedy a faulty or defective goods/ service: If you believe the goods or service supplied to you by Liberty are faulty or defective it is important you contact us immediately via the information set out in the "How to Make a Claim" section of this document. Once your concern is received, our warranty and claims department will access the information provided and contact you to discuss the problem and to arrange an inspection of the goods if required. If your concern is deemed to be a guarantee or warrantable item, Liberty will repair or replace without charge to the original purchaser, any manufacturing fault as defined in this document. Liberty reserves the right to refuse service when the product is found on inspection to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials.

Length of Warranty: The warranty is effective from the purchase date attached to the unit or on presentation of original documentation, i.e. receipts or tax invoice, and continues according to the periods detailed below. In the event that we repair or replace your sleep set, this warranty continues your protection from the original date of delivery.

Steel Frame – 25 Years Frame collapse or failure under conditions of normal wear.

Electrics and Motors – 5 Years Motor failure under conditions of normal wear, but not as a result of an electrical surge or lack of electricity supply. We recommend that you use a good quality surge protector and battery back-up unit with this bed.

Handset - 3 Years All handsets purchased with the Liberty Healthcare consumer product are covered under this Warranty for a period of 3 years.

Castors – 12 Months Castor collapse or failure under conditions of normal wear.

Replacement Parts – 2 Years Applicable to frame, mechanical parts, motors and electrics for collapse or failure under conditions of normal wear.

Mattresses – 5 Years Major defects under conditions of normal wear in the materials that impact on the overall performance of the unit - structural damage, such as loose broken or protruding coils and wire. Warranty applies to Liberty HealthCare branded mattresses only. Individual manufacturer warranties applicable as per the specifications set out in each manufacturer’s warranty.

The following accessory product warranty table outlines the individual warranty applicable to each accessory item. Each item is covered for major defects under conditions of normal wear only.

This warranty does not extend to damage to products which occurs during transit or transportation, or which is caused by any abuse, accident or improper installation, connection, use, adjustment or repair or use of goods otherwise than in accordance with instructions issued by Liberty.

ACCESSORY ITEM	WARRANTY PERIOD
Side Grip Handles	2 Years
Assistive Technologies	12 Months
Mattress Support Bars	2 Years
Bed Rails	12 Months
Laminate Head and Foot Boards	12 Months
Upholstered Head and Foot Boards	12 Months
Upholstered Bed Frame Side Panels	12 Months
Fabric Velcro Skirts	12 Months

WHO IS RESPONSIBLE FOR THE COSTS INCURRED IN MAKING A WARRANTY CLAIM

Transport and Inspection Charges: During the first year after purchase, transport and inspection charges relating to warranty issues within New Zealand will be met by Liberty where there is a manufacturing fault. In no case will the transportation charge be accepted by Liberty without prior written approval from Liberty.

After the first year, the purchaser will meet all transportation charges and Liberty may charge a call-out fee prior to an inspection taking place. If after inspection, the purchasers concern is deemed to be a guarantee or warrantable item the purchaser can submit a claim for reimbursement for the inspection fee to Liberty via the information set out in the “How to Make a Claim” section of this document.

WARRANTY CONDITIONS (Original Purchaser Only)

Liberty Healthcare New Zealand Ltd ('Liberty') offers a warranty, which is only for the benefit of the original purchaser ('the purchaser') of the product and is non-transferable. An original purchaser is deemed to be a purchaser who has purchased the goods directly from Liberty or one of its authorised dealers.

Authority to Repair: Liberty offers a warranty on the condition that all repairs and maintenance are carried out by Liberty Healthcare or an authorised dealer or repair technician, at Liberty's discretion.

Maintenance & Servicing: Our adjustable beds require servicing every 2 years. Liberty offers a warranty on the condition that all servicing and maintenance is carried out by Liberty or at their discretion of an authorised dealer or repair technician.

Availability of Identical Materials: If identical materials are not available at the time of repair or replacement, Liberty reserves the right to substitute materials of equal quality. Identical fabrics and parts cannot be guaranteed; however, the closest available and most appropriate match will always be attempted.

THIS WARRANTY DOES NOT COVER THE FOLLOWING

1. If the maximum weight limit for the following is exceeded (Weight limits are applicable to Steel Frames, Electrics and Motors only. Weight limits for mattresses are noted in the mattress table).

RANGE	SIZES	WEIGHT (SWL)
Ultra Low	Narrow Single Long, Standard Single Long & King Single	280kg
Homecare/ Hi-Lo	Narrow Single Long, Standard Single Long & King Single	280kg
Homecare/ Hi-Lo	Double Long & Queen	320kg
Tilt	Narrow Single Long, Standard Single Long & King Single	280kg
Tilt	Double Long & Queen	320kg
Companion	Narrow Single Long, Standard Single Long & King Single	280kg

2. The gradual loss of comfort or support or a change in comfort preference.

3. Stains, soiling, burns or piling.

4. Normal body indentations (less than 50 mm).

5. Replacement of another piece of the sleep set unless that piece is also defective.

6. Damage due to abuse, misuse, tampering, accident, neglect, failure to properly clean the product or any part of it or infestation by insects or vermin.

7. Unauthorised modifications, repair or maintenance or use of non-authorized/non-standard parts.
8. Electrical damage caused by thunderstorm activity, main supply problems, use of incorrect voltages, moisture, dampness, oxidation, corrosion or food, dirt or liquid ingress, deterioration or discolouration of any cables. We recommend that you use a good quality surge protector and battery back-up unit with this bed.
9. Any damage, malfunction or failure resulting from normal wear and tear.
10. If the product has not been installed and used in accordance with the manufacturer's recommendations under normal use and reasonable care.
11. Alteration of structure, specification or functionality by non-authorized persons.

HOW TO MAKE A CLAIM

All claims in respect of the 'warranty' or 'guarantee' are to be made to Liberty Healthcare New Zealand Ltd by one of the following methods.

Mail: PO Box 810 Whangaparaoa

Email: admin@libertyhealthcare.co.nz

Phone: 0800 233 769

Original Purchaser's Name:

Address:.....

Delivery Date:.....

Model/Serial Number: