

## Warranty details and Service Packages

### Warranties

- A 3-year fully inclusive mechanical and electrical parts and labour warranty is applied to all Made to Measure Beds, Rotoflex Beds, Leg Lifter, Cot Beds and Chairs – (see note below re upholstery)
- Mattresses come with a 1-year warranty
- Upholstered products or components come with a 1-year warranty subject to fair wear and tear
- Refurbished products have a 1-year fully inclusive mechanical and electrical parts and labour warranty, with an option to extend
- Export orders are supplied with spare electrical parts and have a 3-year parts exchange warranty

### Warranty Exclusions

Warranty will not apply where a product has been misused. If the product is misused, or has not been used in accordance with the operating instructions and tuition given at the point of installation, the warranty may be invalidated.

A warranty MAY be invalidated if the product is moved by someone else and failure results from this. However, this does NOT mean that products cannot be moved by others, provided that the instructions are followed.

### Warranty Extensions

Warranties can be extended for up to 2 additional years provided that the warranty has not already finished. We will always write to you to inform you of your options towards the end of your warranty.

### Warranty and Service Bundles for other beds

Bed type	Standard warranty included in purchase price	Standard warranty plus annual servicing (x2)	Warranty ONLY extension to 5 years	Extension to 5 years plus annual servicing (x4)
Theracare range	3 years	£220	£270	£710
Theramatic profile only	3 years	£220	£270	£710
Theramatic variable height and profiling	3 years	£240	£300	£780
Double combination (1 x metal adjustable mechanism)	3 years	£240	£300	£780
Double combination (2 x metal adjustable mechanisms)	3 years	£300	£400	£1000

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Open: Monday – Friday, 8:30am–5:30pm. Answerphone messages can be left at all other times

Prices exclude VAT. E&OE. 5.03.20. Version 5.

### Warranty and Service Bundles for NEW Rotoflex Beds.

(Please ask us about options for refurbished Rotoflex Beds)

#### Silver (Rotoflex):

- A 3-year fully inclusive mechanical and electrical parts and labour warranty
- Includes annual services at 12 and 24 months
- Cost £300.00 at time of purchase only
- Servicing out of warranty costs £200.00

#### Gold (Rotoflex):

- A 5-year fully inclusive mechanical and electrical parts and labour warranty
- Includes annual services at 12, 24, 36 and 48 months
- Cost £750 at time of purchase only
- Servicing out of warranty costs £200.00

### Warranty and Service Bundles for NEW Cot beds.

(Please ask us about options for refurbished Cot Beds)

#### Silver (Cots):

- A 3-year fully inclusive mechanical and electrical parts and labour warranty
- Includes annual services at 12 and 24 months
- Cost £200.00 at time of purchase only
- Servicing out of warranty costs £145.00

#### Gold (Cots):

- A 5-year fully inclusive mechanical and electrical parts and labour warranty
- Includes annual services at 12, 24, 36 and 48 months
- Cost £500.00 at time of purchase only
- Servicing out of warranty costs £145.00

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