

EMP PRODUCT WARRANTY



Essential Medical Products provides exceptional products for the healthcare community. We value our reputation for providing the highest quality standard in everything we make. However, if ever a concern arises relating to product performance, we offer a comprehensive product warranty.

When requesting warranty support, please use the Warranty Replacement Form “MEDICAL WARRANTY FORM - PART I”, which can be downloaded from the EMP website under the Warranty section. This will allow us to process your request as quickly as possible. Once a reported problem has been documented and investigated, a determination will be made regarding replacement or repair, at the manufacturer’s discretion. Please note that only one replacement will be provided per purchase and warranties are only extended to the original purchaser/user of our products. **The customer will be responsible for all transportation costs to get the product back to EMP if required. No warranty repair or replacement extends the warranty from the original date of shipment.**

Warranty Processing Instructions

Complete the Warranty Replacement form and submit this info with photos to EMP Customer Service at cs@essentialmedicalproducts.com. An investigation will be undertaken and determination made to form the action plan.

Warranty replacements of foam and/or covers are limited to successful claims made within time periods as listed below.

- If the product defect occurs within the unconditional time period, a full replacement or repair will be provided.
- **If the defect occurs after the unconditional time period, the claim will result in a credit toward the future purchase of a replacement product, based on how much of the products expected life has been used.** In this case, the customer will need to order a new product and EMP will apply the credit toward this new purchase. In these situations, EMP will offer preferential pricing for replacement product, however, a balance may be due based on how much of the expected life has been used at the warranty date.

Warranty will be void if the product has been altered, used for purposes other than those stated, improperly maintained or subject to misuse, abuse or neglect.

Please allow two weeks for your warranty claim to be processed after submission to cs@essentialmedicalproducts.com. We will contact you once it has been processed.

Warranty period begins on the date the product was originally shipped from EMP’s warehouse.

Mattress and Topper Products Warranties **

Our **LTC 2500 Intermediate Mattress Foam** warranty includes a 2 year warranty period on defects or craftsmanship by the manufacturer, based on normal use and care of the product. This mattress cover is EMP Lux NS fabric. EMP Lux NS Mattress covers include a 1 year Warranty covering defects in materials and workmanship. Damage such as rips and/or punctures occurring during use is considered accidental injury and is not covered.

Our **Other Intermediate and Premium Care Mattress Foam and Topper Foam** warranty includes a 5 year warranty period on defects or craftsmanship by the manufacturer, based on normal use and care of the product.

The first two years of the warranty period are unconditional from the date of purchase.

Beyond the first two years from the date of purchase, the warranty is prorated, with the prorated credit being applied against a new product purchase.

Length of time after sale	Warranty
Year 1	100%
Year 2	100%
Year 3 (month 1-6)	60%
Year 3 (month 7-12)	50%
Year 4 (month 1-6)	40%
Year 4 (month 7-12)	30%
Year 5 (month 1-6)	20%
Year 5 (month 7-12)	10%

Beds with a wire spring deck may cause additional wear on the underside of mattress products compared to wear when using a pan deck bed. Mattresses used on a wire spring deck bed must include an MBP 500 mattress base protector or the warranty will be void.

The warranty period of the repaired or replaced product shall terminate on the same date that the originally purchased warranty was scheduled to terminate.

Intermediate (other than the LTC 2500) and Premium Care Mattresses Cover (only) warranty periods will be extended to the lifetime of the original purchaser when used by the original purchaser in their own home environment. In a multiple-bed care facility or institutional setting, warranty term is 5 years as described above.

Mattress Components (Inserts, Bed Protectors, and Mattress Extenders) Warranties **

Mattress Components warranty includes a 2 year warranty period on defects or craftsmanship by the manufacturer, based on normal use and care of the product.

Bariatric Products (Mattress, Wheelchair and Rehab Therapy) Warranties **

Bariatric Products include a warranty period of 1 year on defects or craftsmanship by the manufacturer, based on normal use and care of the product.

Wheelchair Cushioning Product Warranties **

Wheelchair Cushion Products include a warranty period of 2 years on defects or craftsmanship by the manufacturer, based on normal use and care of the product.

Positioning and Rehabilitation Therapy Product Warranties **

Positioning and Rehabilitation Therapy Products with a moisture proof covering include a warranty period of 2 years on defects or craftsmanship by the manufacturer, based on normal use and care of the product. Products without a moisture proof covering have a warranty period of 30 days.

Fall / Side Protection Product Warranties **

Smartcaregiver – See individual warranty sheet.

Fall Mats – 1 year warranty period on defects or craftsmanship by the manufacturer, based on normal use and care of the product.

Headboard/Footboard and Side Rail Padding – 1 year warranty period on defects or craftsmanship by the manufacturer, based on normal use and care of the product.

Exercise/Plinth Mats – 1 year warranty period on defects or craftsmanship by the manufacturer, based on normal use and care of the product.

Conform Medical Air Inserts

30 months for non-bariatric use. 12 months for bariatric use.

Exclusions from the warranty include:

- Damage caused by misuse (eg. Damage caused by sharp edged objects; example: scissors, needles, animal claws, etc.)
- Damage caused as a result of using cleaning products not listed in the approved cleaning products list. See EMP website for details
- Damage caused by unauthorized persons
- Inserts showing no fabrication number/serial number
- Damage caused by ignoring instructions in the repair instruction manual.

**** Normal Use constitutes the following:**

- **Changes in the foam core.** Up to a 10% depression in the foam core represents normal thickness loss of any foam product over its normal lifetime and does not constitute a warranty claim.
- **Rips or tears in the cover.** Damage such as rips and/or punctures to the cover fabric are considered accidental injury during use and are not covered by warranty. Only a breakdown of the cover coating leading to fluids leaking through the fabric, or a clear defect that would have occurred during the manufacturing process will be covered under warranty.
- **Use only preapproved cleaning products.** EMP Emersion Mattress fabric has been tested for use with a variety of cleaning products. To ensure you are using approved cleaning products, please visit the Warranty Cleaner section of our web site. If you would like to use a different cleaner than listed, please provide EMP with that information, so we can confirm efficacy of your mattress cover when cleaned with any non-listed cleaner. Cleaning done with products that are not approved will void the product warranty.
- **Discoloration of the cover material.** Some cleaning products may cause discoloration of the cover material, just as ultraviolet rays may lead to discoloration. Discoloration does not damage the integrity of the fabric and does not constitute a warranty claim.