

# ENOVATE MEDICAL CARTS STANDARD WARRANTY

## QUALITY

The Enovate Medical Cart was designed to set a new standard in quality.

Our goal is to provide a cart that is built right, ready for years of use, and backed by a commitment of exemplary service and support.

## WHAT'S COVERED & HOW LONG?

Standard warranty covers four (4) – years structural components, two (2) – years for power system and electronics, six (6) – months for SLA battery or three (3) – years for the EON Phosphate battery.

- Warranty coverage begins on product's date of invoice.
- Standard warranty does not cover problems resulting from product abuse, negligence/accident, misuse, improper operation, post-delivery physical damage, and/or product modifications without Enovate's prior written approval.
- External peripherals (including: computing equipment/devices, monitors, keyboards, mouse, USB hub, etc.) are not included in this warranty.
- Enovate shall not be liable for any consequential or incidental damages.

## HOW WE HELP YOU

Customer Care services provided along with the standard warranty must be requested within the expressed warranty time frame for the product element.

- Technical support may request customer collaboration and assistance during diagnosis to provide for next business-day service as needed. Typically, this requires, but is not limited to:
  - » Identifying a primary contact representative (with phone number and e-mail address) to work with Enovate and answer relevant questions. Providing the serial ID number and access to the product.
  - » Performing basic troubleshooting activities as directed by Enovate's Technical Support.
- Resolution methods can include, but are not limited to, any of the following:
  - » Verbal/written instructions to correct the problem.
  - » Shipping of replacement parts OR a product swap.
  - » On-site dispatch of an Enovate authorized service technician.

If needed, Enovate will involve its design engineers or supplier partners for resolution assistance and customer's satisfaction. Determination for resolving warranty issues will be at Enovate's sole discretion.

## TECHNICAL SUPPORT ASSISTANCE

Service requests can be made at any time via Enovate's support website or by phone:

- [www.enovateusa.com/support](http://www.enovateusa.com/support)
- 1-877-258-8030 toll-free
- Support Hours are Monday – Friday, 8 am to 5 pm EST (except holidays).

## ENOVATE'S SERVICE PLEDGE

Our Customer Care team is located, supported, & operated by Enovate's Michigan employees in our US headquarters.

- A reply to all service requests, within two hours of their submittal during business hours.
- On-site Parts / Service by the next business day as necessary.
  - » Enovate Authorized Service Technicians are located at more than 400 locations across the United States.

Extended warranty available in the US and Canada only. Please contact Enovate directly for international availability. Extended warranty available in the US and Canada only. Please contact Enovate directly for international availability.



### Battery Recycling:

Enovate a leader in the recycling of Lead Acid, Nickel Cadmium (NiCd), Nickel Metal Hydride (NiMH), and Lithium batteries. Our participation in EPA approved methods for recycling brings our customers in full compliance with all federal, state, EPA, and DOT regulations governing the disposal of rechargeable batteries.