



## **LIMITED WARRANTY**

O2 CONCEPTS, LLC warrants its portable oxygen concentrator, standard and optional accessories to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is an exclusive remedy and applies to new O2 CONCEPTS products and accessories, purchased by the first authorized dealer, distributor, or agent and is not transferable. A copy of the seller's invoice is required for coverage under this warranty.

O2 CONCEPTS, at its discretion, will repair or replace any product or accessory that does not conform to this warranty. Upon review, O2 CONCEPTS may use functionally equivalent reconditioned products, accessories or parts.

## **PRODUCT COVERAGE**

### **Portable Oxygen Concentrator**

**NEW UNITS:** Five (5) years from the date of purchase by the first authorized dealer, distributor, or agent directly from O2 CONCEPTS.

**DEMO/REFURB UNITS:** Two (2) years from the date of purchase by the first authorized dealer, distributor, or agent directly from O2 CONCEPTS.

### **Standard Accessories**

This includes parts shipped with the oxygen concentrator including the battery, AC power supply, DC power supply and accessory bag.

One (1) year from the date of purchase by the first authorized dealer, distributor, or agent directly from O2 CONCEPTS.

This warranty does not apply to batteries that are dropped, misused, altered or otherwise damaged.

### **Optional Accessories**

This includes parts that can be used with the oxygen concentrator including battery chargers and protective covers. Ninety (90) days from the date of purchase by the first authorized dealer, distributor, or agent directly from O2 CONCEPTS.

### **Products and Accessories that have been repaired or replaced**

The balance of the original warranty or for ninety (90) days from the date returned to the original purchaser, whichever is longer.



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### EXCLUSIONS

#### **Normal Wear and Tear**

Periodic maintenance, repair and replacement of parts due to normal operation are excluded from coverage.

#### **Batteries**

Only batteries that fall below 80% of their rated capacity, when fully charged, are covered by this limited warranty.

#### **Abuse & Misuse**

Defects or damages that are a result of the following are excluded from coverage:

- A) Improper operation, improper storage, abuse, or neglect, such as exposure to smoke or physical damage
- B) Ingress of liquids, sand, dirt, food or insects/animals
- C) Exposure to extreme heat and/or humidity
- D) Use of the product or accessories for commercial purposes or subjecting the product and accessories to abnormal usage or conditions
- E) Lack of user or provider required preventative maintenance
- F) Other acts which are not the fault of O2 CONCEPTS

#### **Use of Non O2 CONCEPTS Authorized Products or Accessories**

Defects and damages resulting from the use of non O2 CONCEPTS branded or authorized products or accessories are excluded from coverage.

#### **Unauthorized Service or Modification**

Defects and damages resulting from service, testing, installation, or modification in any way by someone other than O2 CONCEPTS are excluded from coverage.

#### **Altered Products**

Products or accessories with the following are excluded from coverage:

- A) Serial number label that has been removed, altered or destroyed
- B) Tamper evident seals that are broken
- C) Mismatched PCB serial numbers or revision combinations
- D) Non-conforming or non O2 CONCEPTS parts



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### WARRANTY SERVICE AND OTHER INFORMATION

You must contact O2 CONCEPTS to obtain a Return Material Authorization (RMA) number before returning any product.

This RMA number must be clearly written on the outer shipping carton.

Oxygen concentrators must be returned in the original shipping carton to prevent shipping damage.

**Any product received without an RMA number or in a non-original shipping carton will be refused.**

**All C.O.D. shipments will be refused.**

**Any product received 30 days after the issuance of an RMA number will be refused.**