

# IntelliPAP® Extended Warranty Plan

## Frequently Asked Questions



**Q:** What is the length of the IntelliPAP Standard Warranty?

**A:** Three years from date of home medical equipment provider purchase from DeVilbiss Healthcare.

**Q:** What is the length of the IntelliPAP Extended Warranty?

**A:** Two years from expiration of the IntelliPAP Standard Warranty for a total coverage period of five years. The coverage period starts at the invoice date to the healthcare equipment provider.

**Q:** What does the Extended Warranty Cover?

**A:** The DeVilbiss IntelliPAP device is warranted to be free from defective workmanship and materials. Any defective part(s) will be replaced or repaired at DeVilbiss' option if the device has not been tampered with or used improperly during that period. (Malfunction due to inadequate cleaning or failure to follow the instructions). This warranty does not cover improper or accidental damage. The Extended Warranty remains on the original serial number purchased unless replaced under warranty. All replacement units will have the standard 3-year warranty.

**Q:** Is a loaner covered under the Standard or Extended Warranty?

**A:** No. Neither the Standard nor Extended Warranty cover providing a loaner device, compensating for costs incurred in rental while said device is under repair, or costs for labor incurred in repairing or replacing defective part(s).

**Q:** Is the IntelliPAP humidification system covered under the extended warranty?

**A:** No, the DeVilbiss Heated Humidifier System Model DV5HH is warranted to be free from defective workmanship and materials for a period of three years from date of purchase (except 90 days on chamber). There is no extended warranty available on the heated humidifier system.



**Q:** What is the process if an IntelliPAP encounters a failure?

**A:** If repair or replacement is necessary, the end-user should contact the provider that dispensed the DeVilbiss IntelliPAP. The provider is solely responsible for the set-up, sale, servicing, returns and support of DeVilbiss Healthcare products.



**Q:** Is shipping covered?

**A:** Shipping policy is consistent with the standard 3-year warranty. Shipping of the repaired or replacement unit to the provider is covered in warranty. Shipping of the faulty unit back to DeVilbiss Healthcare is not covered.

**Q:** When can the Extended Warranty be purchased?

**A:** The Extended Warranty can be purchased and applied to any IntelliPAP unit up to 180 days after provider purchase from DeVilbiss Healthcare. If the extended warranty is purchased after the initial provider purchase, the provider should complete an Extended Warranty Request Form and fax or email to [cs@DeVilbisshc.com](mailto:cs@DeVilbisshc.com). The Extended Warranty will then be applied to the IntelliPAP serial number in the DeVilbiss ERP system and an invoice will be issued to the provider. DeVilbiss is the official record keeper of serial numbers under the EWP.

**Q:** Can the Extended Warranty be purchased on units billed to Medicare?

**A:** Yes. However, the provider should wait until the patient is compliant prior to purchasing the Extended Warranty. The Extended Warranty remains on the original serial number purchased unless replaced under warranty.



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