

The right carts for...  
today, tomorrow, and the future!

**HOWARD**<sup>TM</sup>  
MEDICAL



## Purchased Parts Limited Warranty

90-Day Limited Warranty

### What you can expect

Howard Medical carts are manufactured in compliance with the highest industry standards for extreme durability and maximum reliability. Each cart is inspected and tested individually to ensure the superior performance required by healthcare professionals.

The high-quality construction of your new cart, backed by Howard Medical's top-rated, comprehensive warranty and world-class support team, gives you every reason to expect optimal cart performance now, and for many years to come.

The COMPLETE PURCHASED PARTS WARRANTY STATEMENT is available on the product resource disc or may be obtained by contacting Howard Medical support at 888.323.3151.

Ref# 07SRV10-046D-02

### What is covered

Howard Medical, a division of Howard Industries, Inc., warrants its Purchased Parts to be free of defects in material and workmanship for a defined period of 90 days from the ship date. Lithium Batteries purchased as a power system retrofit are covered under the Retrofit Kit warranty. Replacement Lithium Batteries are warranted to be free from defects in materials and workmanship for a 1-year period and are guaranteed to maintain 60% of their original rated capacity for a period of 1-year from ship date.

#### NOTE:

1. Purchased parts are intended for use on Medical Carts only.
2. Computers and computer peripherals are not included under this warranty.
3. The Howard Medical Warranty does not cover damage, defects, or operational malfunction of the product due to or caused by abuse, accident, misuse, negligence, physical damage, Act of God, failure to follow proper instructions and guidelines, unauthorized service or repair, damage from electrical power problems, shipping damage, failure to perform preventive maintenance, damage from computer and computer peripherals, and product modification.
4. Howard Medical Technical Support may request the customer to provide reasonable assistance during diagnosis.
5. Howard Medical Technical Support will provide a return shipping label for purposes of returning the faulty part.

### Warranty Process

If during the warranty period the Howard Medical product proves to be defective under normal use, Howard Medical will work with the customer to resolve the issue utilizing our Customer Satisfaction Experience as outlined below:

- A. Phone support (888-323-3151) 24/7 (excluding holidays)
- US Based, English speaking
  - Tiered phone support escalated to engineering

If Engineering cannot resolve the perceived issue, Howard Medical will, at its sole discretion, resolve the issue with one or a combination of the following actions:

- B. Replacement Part
- Expedited Shipments
  - OEM Parts
- C. On-site support provided by Howard Technical Specialists



Visit us online at [Howard-Medical.com](http://Howard-Medical.com) or call us at 877.856.6441