

Stratus 5 Stationary Oxygen Concentrator Warranty Information

The Stratus 5 Stationary Oxygen Concentrator comes with a standard 3-year warranty.

Warranty begins from the date of shipment. The Standard Equipment Warranty covers only defects arising under normal use and do not include malfunctions or failures resulting from misuse, abuse, neglect, alteration, problems with electrical power, usage not in accordance with product instructions, acts of nature, or improper repairs made by anyone other than 3B Medical or a 3B Medical authorized third-party service provider.

Defective units will be repaired by a contracted third-party repair center, this center is acting as 3B Medical and has the authority to determine if misuse or neglect is resulting in a fraudulent replacement.

- If a confirmed malfunction or failure occurs it is at 3B Medical's discretion to provide a new or refurbished unit as a replacement. All refurbished units are professionally handled and are in "like new" condition.
- Warranty begins from date of original shipment.
- The malfunctioning unit **MUST** be shipped within 30 days of receipt of the replacement unit, failure to do so may incur an invoice for the replacement unit at full price
- The warranty of the replacement unit shall not extend past the warranty of the original unit. No additional time will be added to the original unit's warranty.
- Customer shall pay shipping charges to deliver unit to the authorized 3B Repair facility
- If the returned unit is determined to be either without fault or functioning within specifications, then customer will be invoiced for a replacement unit at the full price of the original, or a new unit.
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Note: If a 2-year extension (5-year warranty) is purchased at the time of the original purchase of the Stratus 5 Stationary Oxygen Concentrator, all above details apply.