

LIMITED WARRANTY POLICY

GCE PORTABLE OXYGEN CONCENTRATORS

GCE warrants every new Zen-O™ and Zen-O lite™ Portable Oxygen Concentrators, components thereof, and associated accessories (“Products”) to be free of defects in material and workmanship, subject to the following conditions:

- The following tables define the standard warranty period and coverage (collectively, the “Standard Warranty”) for the Products listed below:

Product	Warranty Period	Labour covered	Parts Covered
Zen-O™ Portable Oxygen Concentrator (POC)	3 years or 15,000 hours whichever comes. The warranty on the sieve assembly in the POC is limited to 2 years or 15,000 hours whichever comes first..	✓ Excludes sieve assembly only replacement.	✓
Zen-O lite™ Portable Oxygen Concentrator (POC)	3 years The warranty on the sieve assembly in the POC is limited to 1 year.	✓ Excludes sieve assembly only replacement.	✓
Sieve Assembly/Modules Sold as a spare part	1 year	-	✓
Batteries, external chargers, and power supply packs,	1 year	-	✓
All bags, pull carts	1 year	-	✓
Filters, cannula, humidifier, service tools, service equipment	No warranty	-	-

2. GCE may, in its sole discretion, enter into separate agreements under which GCE makes a warranty with respect to certain Products that exceeds the warranty period of the Standard Warranty for such Products (an "Extended Warranty"). For Products sold with an Extended Warranty, the Extended Warranty does not cover the labour and freight costs associated with any repair or replacement of such Products that may occur between the expiration of the warranty period of the Standard Warranty and the expiration of the warranty period of the Extended Warranty. All labour and freight costs associated with any repair or replacement of Products subject to an Extended Warranty that may occur between the expiration of the warranty period of the Standard Warranty and the expiration of the warranty period of the Extended Warranty shall be charged to the purchaser.
3. EXCEPT FOR THE STANDARD WARRANTY, AND EXTENDED WARRANTY IF APPLICABLE, DESCRIBED IN THIS DOCUMENT, GCE HEREBY EXPRESSLY DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, WHETHER WRITTEN OR ORAL, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS TO THE FULLEST EXTENT PERMITTED BY LAW. This warranty is not transferable and applies only to the original purchaser of the product from GCE.
4. The warranty period for the Standard Warranty begins on the date of sale as stated on the invoice issued by GCE. The warranty period for the Extended Warranty, if applicable, begins upon the expiration of the warranty period of the Standard Warranty. The warranty period of the Standard Warranty and/or Extended Warranty will not be extended based on any warranty work conducted within the warranty period. Repair work done outside of any warranty period will come with a standard 90-day warranty on parts and labour on the repair done.
5. If the purchaser believes that a Product does not comply with the Standard Warranty, or Extended Warranty if applicable, as stated in this document, the purchaser should contact GCE within 2 business days of receipt of the Product, providing a description of the problem and proof of the date of purchase. If directed by GCE, purchaser shall return the Products, freight prepaid, properly packaged in GCE approved shipping container and identified by a Returns Material Number issued by GCE. GCE will not accept Products not identified by a Return Material Number. Product without a Return Material Number shall be returned to the purchaser at the purchaser's expense.
6. GCE will at its sole obligation under the Standard Warranty and/or Extended Warranty, if applicable, replace or repair at its option any Product that does not conform to the applicable warranty. Products may be repaired or replaced with new or with refurbished items.
7. Any Standard Warranty and/or Extended Warranty will be voided if the Product(s) are;
 - a. subject to inappropriate use, misuse, improper storage, accidental damage,

neglect, physical damage, smoke (including tobacco or electric cigarettes), unauthorized modification or repair.

- b. The warranty on the sieve assembly may be void if your device is not used regularly
 - c. damaged due to ingress of sand, liquids, insects, animal fur or other foreign objects
 - d. damaged due to unusual electrical stress or environmental conditions, such as, temperature, humidity, condensation outside the Product(s) or component specification.
 - e. used or damaged in manner not considered fair wear and tear
 - f. repaired or modified with components and materials not supplied or authorised by GCE
 - g. damaged due to conditions not in the control of GCE.
 - h. returned without a valid serial number as supplied by GCE or if the serial/batch number has been altered or damaged
8. The Standard Warranty and/or Extended Warranty, if applicable, do not cover defects in appearance, cosmetic, or decorative items, including any non-operative parts. The Product must be used and maintained as recommended in the relevant manuals, failure to follow the operating instructions in the user manual shall invalidate the Standard Warranty and/or Extended Warranty, if applicable. UNDER NO CIRCUMSTANCES WILL GCE BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER THE STANDARD WARRANTY OR THE EXTENDED WARRANTY. Furthermore, GCE's total liability to the purchaser with respect to the Products, shall not exceed the amount of the purchase price of the Products with respect to which the claim is made, and GCE is hereby released from any claim in excess of the aggregate purchase price of those Products.
9. THESE REMEDIES ARE THE PURCHASER'S EXCLUSIVE REMEDIES FOR BREACH OF THE STANDARD WARRANTY AND/OR EXTENDED WARRANTY, IF APPLICABLE.