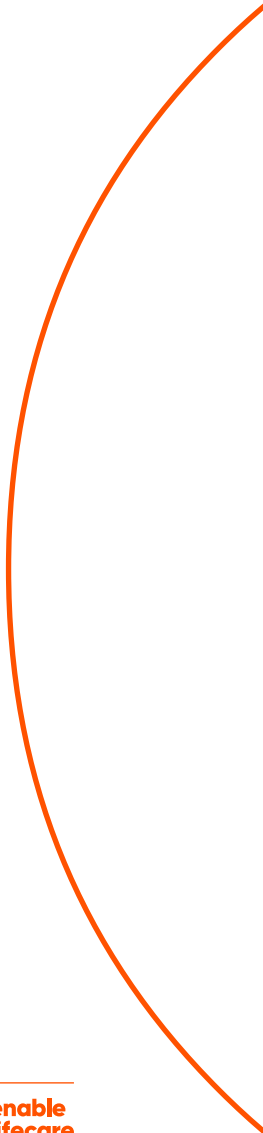




Dealer Warranty Procedure Document





Contents



Enable Lifecare Warranty Form	3
Details required by Enable Lifecare for processing a claim	4
Locating Serial Number Guide	
Oxford Professional Patient Lifter Range	5
Oxford Classic Lifter, Oxford Transfer Aids & Oxford Slings	6
Configura Comfort, Bariatric & Advance Chair	7
Celeste Chair	8
OSKA Mattress Range	8
Oxford ProMatt	9
Empresa Bed	9
GoLift Ceiling Hoist	9
Product Company / Warranty Schedule	10

RETURNS REQUEST (RA) FORM IMPORTANT: Please complete this form in full. Fail to do so may result in a delay or rejection of your claim.

Authorised Returns Number: _____ (To be advised by Enable Lifecare)
 Enable Sales Order Number: _____ Return Parts: YES NO

DEALER DETAILS

Company: _____
 Account Code: _____
 Contact person: _____
 Tel No: _____
 E-Mail Address: _____

COLLECTION DETAILS - IMPORTANT

Company Name: _____
 Home/ Business Unit Number: _____
 Address: _____
 City / County: _____
 Post Code: _____
 Country: _____
 Contact Name: _____

Number of individual packages: QTY: _____
 If used - Number of pallets QTY: _____
 Preferred Collection Date: _____
 Collection Reference: _____
 Contact Tel No: _____

IMPORTANT: ANY ITEMS RETURNED WITHOUT AUTHORISATION WILL NOT BE PROCESSED

Is a replacement required?
 Mark YES / NO or Tick appropriate box
 YES NO

Enable Lifecare reserves the right to inspect items on return to validate authenticity of the reported claim prior to credit agreement.

Original Purchase Order Number: _____
 IMPORTANT - To be confirmed by customer
 Replacement Purchase Order Number: _____
 Customer preference:
 Original Invoice Number: _____
 To be completed by Enable Lifecare

Warranty (W) or Service Repair (SR)	Serial Number IMPORTANT	Product or Part number IMPORTANT	Product or Part Description	QTY	IMPORTANT: Description of Fault (Please offer as much detailed information as possible)
1					
2					
3					
4					

Please ensure that all returns are adequately packaged and labelled with the RA number allocated by Enable Lifecare and ready for collection on the proposed collection date.

Details required by Enable Lifecare for processing a claim.

Step 1.

Take photograph of serial number plate.

Examples below;



Step 2.

Take photos or video of issue client is experiencing.

Examples below:



Step 3.

Please click [here](#) to request Warranty / Returns Form, or photocopy form shown on page 3. Fill in as many details as possible to enable your claim to be processed without delay.

Step 4.

Submit all images and detailed description of issue to support@enablelifecare.com.au or your account manager for immediate support.

Oxford Lifter Range – Locating Serial Number Plaque

PROFESSIONAL RANGE

Oxford Journey



Oxford Advance

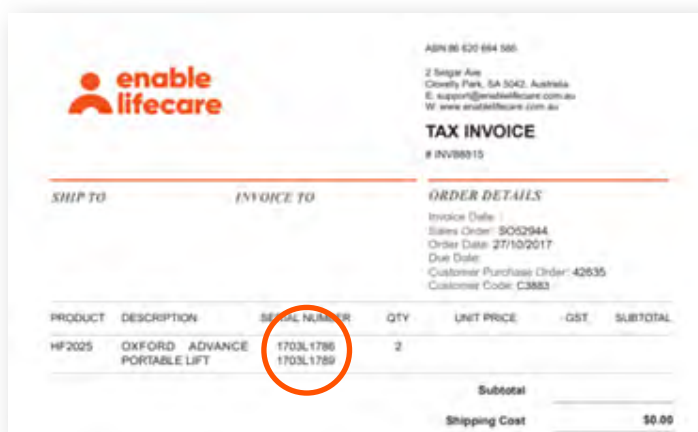


Oxford Presence



The Serial Number plaque on the Oxford Professional Range of Lifters is found under the back left hand wheel of each hoist – as per image above.

Alternatively, Serial Number can be located on your invoice - as per image below.



Oxford Lifter Range – Locating Serial Number Plaque

CLASSIC RANGE

Oxford Midi 180



OXFORD TRANSFER AIDS

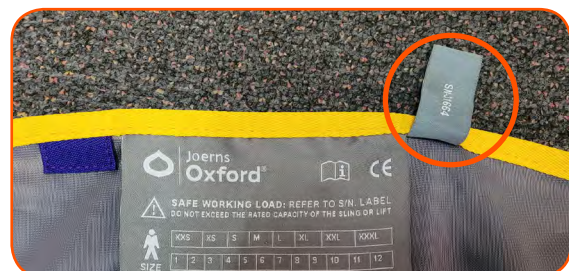
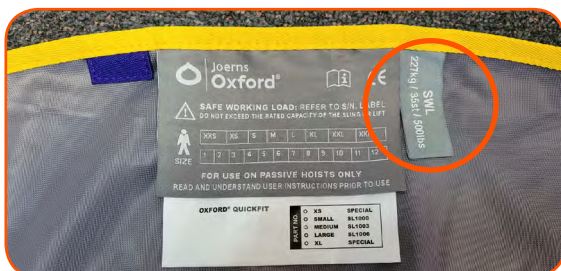
Oxford Switch

Oxford Up



OXFORD SLINGS

The Serial Number of the Oxford Slings is located underneath the SWL Fabric Tag at the back of the sling – as per images below.



Configura Chair Range – Locating Serial Number Guide

CONFIGURA COMFORT RANGE OF CHAIRS



CONFIGURA BARIATRIC RANGE OF CHAIRS



CONFIGURA ADVANCE RANGE OF CHAIRS



Celeste Chair - Locating Serial Number Guide



OSKA Mattresses - Locating Serial Number Guide

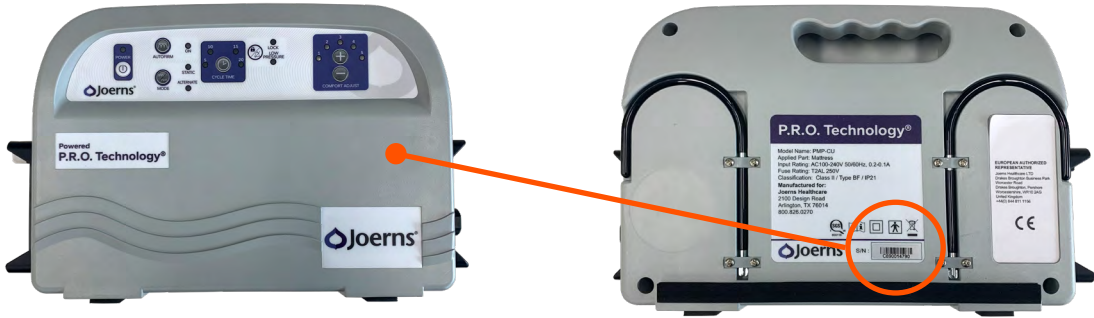
OSKA Flex, Fika & Aria Mattresses



Oska ALTO Alternating Air Mattress



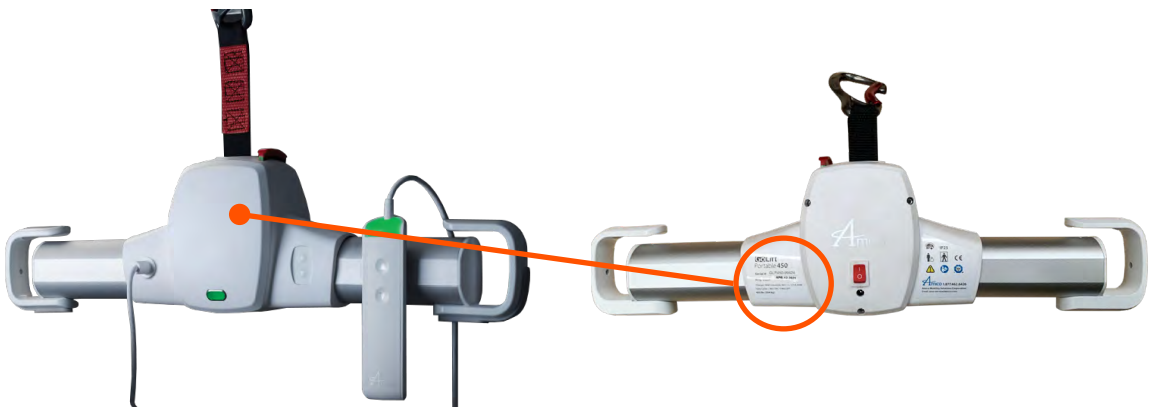
OSKA Promatt - Locating Serial Number Guide



Empresa Bed - Locating Serial Number Guide



GoLift Hoist - Locating Serial Number Guide





PRODUCT	REGULATORY COMPLIANCE	WARRANTY	TGA
Oxford Advance Floor Hoist	AS/NZS ISO 10535:2011	2 years	308172
Oxford Journey Stand Hoist	AS/NZS ISO 10535:2011	2 years	308172
Oxford Presence Floor Hoist	AS/NZS ISO 10535:2011	2 years	308172
Oxford Midi Floor Hoist	AS/NZS ISO 10535:2011	2 years	308172
Oxford Elara Ceiling Hoist (2 way and 4 way)	AS/NZS ISO 10535:2011	2 years	308172
Oxford Sling	AS/NZS ISO 10535:2011	12 months	316790
OSKA Flex	BS 5852 1990 CRIB ignition source 5	2 years	308171
OSKA Fika	BS 5852 1990 CRIB ignition source 5	2 years	308171
OSKA Aria	BS 5852 1990 CRIB ignition source 5	2 years	308171
OSKA Alto	IEC/EN 60601-1-11: 2015	2 years	308171
Dolphin Fluid Immersion	IEC/EN 60601-1 and IEC/EN 60601-2 CE	12 months	*view website for updates
Configura Comfort Rise Recliner	AS/NZS 4688.2-2000 Part 2,3,4	2 years	288382
Configura Bariatric	BS EN 12520:2010 & EN 55014	2 years	288382
Configura Advance	IEC 60601-1:2005+AMD1:2012+AMD2:2020 CSV	2 years	288382
Celeste	CEM 2014/30/EU - Directive low voltage 2014/35/EU - RoHS Directive 2011/65/EU	2 years	*view website for updates
P.R.O. Matt	IEC Classified: IEC 60601-1 / IEC 60601-1-2 / IEC 60601-1-11	2 years	308171
GoLift	(View website for updates)	2 years	*view website for updates
Empresa Frame	(View website for updates)	10 years	252174
Empresa Electric	(View website for updates)	3 years	252174

Legend:

AS/NZS = Australian/New Zealand Standard

BS = British Standard

EN = European Union

ISO = International Organization for Standardization

IEC = International Electrotechnical Commission



At Enable we source quality, affordable and innovative products globally and have them available for fast delivery. But we do more than just provide products.

We give the knowledge and support to help our customers grow their business and deliver better life care.



ENABLE LIFECARE PTY LTD

T 1300 370 370

enablelifecare.com.au