

# BION Warranty Terms & Conditions

## Motorized Wheelchairs / Mobility Scooters

### Section 1: Equipment Use

1. The Customer is deemed to have received the equipment in good working condition on signing of Delivery Order, Tax Invoice or Warranty Agreement (whichever applicable).
2. The Customer shall operate the equipment according to the operating instruction provided by the manufacturer.
3. The Customer will not use or operate the equipment in any illegal manner or for any illegal purpose nor in violation of any law ordinance or regulation.

### Section 2: Warranty Coverage

1. The Company warrants the equipment for a period of below stated, with the original invoice/receipt as proof of purchase:
  - a) **12 months on metal frame.**
  - b) **12 months on electronic components and charger.**
  - c) **06 months on batteries.**
2. The Customer is entitled to free on-site warranty coverage for the **1st month only** from the date of purchase. Transport charge of **SGD35.00 (incl. GST)** is applicable for on-site repair/servicing for subsequent months within the warranty period. If the equipment is required to be collected back for repair and redelivered to the Customer, a total transport fee of **SGD50.00 (incl. GST)** is chargeable to the Customer. The Company reserves the right to revise the above mentioned transport charge without prior notification.
3. No warranty coverage on wear and tear parts, including but not limited to:
  - **Wearing out of tyres**
  - **Damages to armrest pads**
  - **Damages to seat and backrest cushions**
  - **Damages to paintwork**
  - **Damages to basket**
  - **Damages to mud guard**
4. Any manufacturing defects covered under warranty will be repaired free of charge during the warranty period.
5. The Company will have final decision whether equipment's mechanical noise is within normal operational standards and if it will be under warranty coverage.
6. This warranty becomes invalid if the equipment has been subjected to abuse, accident, third party modification, deliberate removal or tempering of the serial number plate or due to improper use of batteries. You are strongly encouraged to read the user manual for proper battery usage and up keeping.
7. The Customer is strongly encouraged to record the battery charging activities in the log sheet provided to facilitate diagnosis during equipment servicing.
8. This warranty strictly applies only to original buyer and is not transferable.
9. This warranty strictly applies to equipment purchased and used in the Republic of Singapore.

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10. The Company is not obliged to provide replacement equipment if an equipment is collected back for repair or servicing.
11. The Company is not obliged to provide toll service if equipment breaks down during usage. If a toll service or urgent repair (within 24hrs) is required, charges will be incurred and service is subjected to availability.
12. All warranty claims will be reviewed for warranty validity and the Company's decision will be final.

## Section 3: Servicing & Repair (After Warranty Period)

1. In the event that the equipment or battery breaks down after the warranty period, the Company will perform a diagnosis to identify the malfunction, whereby a diagnosis fee of **SGD35.00 (Incl. GST)** is applicable.
2. If an on-site service is required, a transport fee of **SGD35.00 (incl. GST)** is chargeable to the Customer.
3. If the equipment is required to be collected back for repair and redelivered to the Customer, a total transport fee of **SGD50.00 (incl. GST)** is chargeable to The Customer.
4. The Company will provide a quotation to the Customer for any necessary repairs. Repair works will only be performed upon acceptance of the quotation by the Customer.

The Company reserves the right to revise the above mentioned charges without prior notification.

## Section 4: Limitation of Liability and Indemnity

1. In no event will the Company be liable to the Customer for any incident, direct or consequential damages however caused, whether by appropriate use of equipment or otherwise.
2. The Customer agrees to protect, indemnify and hold harmless the Company from and against all claims, damages and costs including legal expenses arising out of the Customer's use of this equipment.

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## Rossmax

1. Product is entitled to the below listed warranty coverage, depending of the model purchased, against manufacturing defects from the date of purchase, with the original invoice/receipt as proof of purchase.
  - Models: **EB200/EB600**
    - 01 week off-site warranty on manufacturing defects.
  - Models: **SB220/SB200/PW110/PW140/PW160/PW170**
    - 01 year off-site warranty on manufacturing defects.
  - Models: **AV151/MJ701\*/TG250/TG380/WB220/WE300/PAW55/WF260**
    - 02 years off-site warranty on manufacturing defects.
      - \* 02 years off-site free calibration (limited to once per calendar year).
  - Models: **MW701\*/AC701\*/CF761\*/AX356\*/AU941\*/CF155\*/HA500/RA500/RA600**
    - 05 years off-site warranty on manufacturing defects.
      - \* Lifetime off-site free calibration (limited to once per calendar year).
2. This warranty only applies to products purchased and used in the Republic of Singapore.
3. This warranty does not cover damages or defects arising from accident, misuse, mishandling, improper installation, any manner of tampering, usage of wrong electrical supply/voltage, corrosion/fungus, rusting or stains, any unauthorized repair or modification to the product, act of god, fire, civil unrest and consequential damages. Batteries are not covered under this warranty.
4. This warranty does not cover normal wear and tear, including, but not limited to:
  - **Damages or leakage of blood pressure monitor cuffs**
5. This warranty shall be null and void in the event that the serial number on the product has been altered or removed.

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## Manual Wheelchairs

1. This product is entitled to a limited warranty of 1 year against manufacturing defects from the date of purchase, with the original invoice/receipt as proof of purchase.
2. This warranty only applies to products purchased and used in the Republic of Singapore.
3. This warranty strictly applies only to the original buyer and is not transferable.
4. This warranty does not cover damages or defects arising from accident, misuse, mishandling, improper installation, any manner of tampering, corrosion/fungus, rusting or stains, any unauthorized repair or modification to the product, act of god, fire, civil unrest and consequential damages.
5. This warranty does not cover normal wear and tear, including, but not limited to:
  - **Wearing out of tyres**
  - **Loosening of brake mechanism**
  - **Wearing out of brake cables**
  - **Damages to upholstery**
6. This warranty shall be null and void in the event that the serial number/batch number on the product has been altered or removed.

# BION Warranty Terms & Conditions

## Commode Chairs / Shower Chairs

1. This product is entitled to a limited warranty of 1 year against manufacturing defects from the date of purchase, with the original invoice/receipt as proof of purchase.
2. This warranty only applies to products purchased and used in the Republic of Singapore.
3. This warranty strictly applies only to the original buyer and is not transferable.
4. This warranty does not cover damages or defects arising from accident, misuse, mishandling, improper installation, any manner of tampering, corrosion/fungus, rusting or stains, any unauthorized repair or modification to the product, act of god, fire, civil unrest and consequential damages.
5. This warranty does not cover normal wear and tear, including, but not limited to:
  - **Wearing out of wheels**
  - **Loosening of brake mechanism**
  - **Damages to upholstery**
6. This warranty shall be null and void in the event that the serial number/batch number on the product has been altered or removed.

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## Pressure Relief Mattresses

1. This product is entitled to a limited off-site warranty of 1 year against manufacturing defects of the motor and mattress leakage, from the date of purchase, with the original invoice/receipt as proof of purchase.
2. This warranty only applies to products purchased and used in the Republic of Singapore.
3. This warranty strictly applies only to the original buyer and is not transferable.
4. This warranty does not cover damages or defects arising from accident, misuse, mishandling, improper installation, usage of wrong electrical supply/voltage, any manner of tampering, corrosion/fungus, rusting or stains, any unauthorized repair or modification to the product, act of god, fire, civil unrest and consequential damages.
5. This warranty does not cover normal wear and tear.
6. This warranty shall be null and void in the event that the serial number/batch number on the product has been altered or removed.
7. Transport charge of **SGD35.00 (incl. GST)** is applicable for on-site repair/servicing during the warranty period.
8. For repairs/servicing works after the warranty period, the Company will provide a quotation to the Customer for the necessary jobs. Repair works will only be performed upon acceptance of the quotation by the Customer.
9. The Company reserves the right to revise the above mentioned charges without prior notification.