



## Joerns Healthcare Warranty Program

### for Dolphin Fluid Immersion Simulation® System Advanced Support Surfaces

Joerns Healthcare warrants the Dolphin FIS System advanced support surfaces to be sold free from defects in workmanship and materials, under normal and proper use, for a period of two (2) years on the advanced support surfaces, and two (2) years on the electromechanical mattress components (compressors, valves, printed circuit boards, hoses, and couplers). Damages arising from improper use will not be covered by this warranty.

Improper use is defined as, but not limited to, those caused by:

- Burns
- Use of improper chemical agents
- Needle punctures, cuts, or abrasions
- Excessive loads
- Staining
- Negligent or excessive usage
- Improper maintenance, handling and/or cleaning
- Failure to use in the manner indicated in the Dolphin FIS System user manual

Any modification, repair or alteration done to the Dolphin FIS System that was not authorized in writing by Joerns Healthcare will void this warranty.

Damage caused by use in unsuitable environmental conditions, abuse or failure to maintain the product in accordance with user and service instructions is not covered.

This warranty is extended to the original purchaser of the equipment.

## Parts

Joerns' Dolphin FIS System contains various parts that wear from normal use. Joerns Healthcare's obligation under this warranty is limited to supplying replacement parts, servicing or replacing, at its option, any product which is found by Joerns to be defective. When requested by Joerns, parts must be returned for inspection at the customer's expense. Credit will be issued only after inspection.

## Service

Most service requests can be handled by the facility Maintenance Department with assistance from the Joerns Healthcare Product Service Department.

Most parts requested can be shipped next day air at the customer's expense.

Should a technician be required, one will be provided by Joerns Healthcare, at our discretion. Only the Joerns Healthcare Product Service Department can dispatch authorized technicians.