

Joerns Healthcare Warranty Program for Joerns® DermaFloat® APL Support Surfaces

Joerns Healthcare warrants the DermaFloat APL mattress to be sold free from defects in workmanship and materials, under normal and proper use, for a period of two (2) years on the mattress, and one (1) year on the cover and 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 DermaFloat APL user manual

Any modification, repair or alteration done to the DermaFloat APL that was not authorized in writing by Joerns 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' DermaFloat APL contains various parts that wear from normal use. Joerns' 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 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, at our discretion. Only the Joerns Product Service Department can dispatch authorized technicians.