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**Gradian Health Systems Products  
Two-Year Warranty**

**How long does the warranty last?**

Gradian equipment is warranted to be free from defects in materials and workmanship and to meet the published specifications for a period of ***two******(2) years*** beginning on the date the equipment is installed in the hospital. The warranty will start 60 days after arrival at the hospital or upon installation, whichever comes first.

**What does this warranty cover?**

The warranty covers parts replacement, repairs, or issuance of credit, at Gradian’s discretion, when the equipment fails to meet the specifications published on Gradian’s website ([www.gradianhealth.org](http://www.gradianhealth.org).) The equipment is covered for the hospital of original installation.

**What doesn’t this warranty cover?**

This warranty does not cover defects or failures caused by:

* 1. ***Owners failing to perform inspections and preventive maintenance procedures in accordance with the Maintenance Manual or supporting inspections by designated Gradian agents, if applicable***
  2. Misuse, neglect, unauthorized repair or alteration, or accident
  3. Damage resulting from relocation
  4. Failure to use the equipment in accordance with the instructions in the User Guide available on Gradian’s website (www.gradianhealth.org)

**What are the owner’s responsibilities under this warranty?**

1. Perform routine user maintenance such as cleaning, sterilization, and calibration;

replacing reusable or consumable accessories such as air filters and oxygen sensors

1. Promptly notify Gradian or a designated agent in writing or by phone as soon as any defects or malfunctions are discovered
2. Cooperate with Gradian and its agents by providing a clear description of the defect or malfunction, implementing Gradian's suggestions and performing minor service procedures following Gradian's directions delivered by email or phone.
3. Perform inspections and tests in accordance with the Pre-Operative Checklist, User Guide, and Maintenance Manual and support inspections by designated Gradian agents, when applicable

**How do you obtain warranty service?**

Contact Gradian in writing (at [service@gradianhealth.org](mailto:service@gradianhealth.org)) or phone/WhatsApp (at +1-929-280-0210) or your local distributor and provide the following information:

* + Type of equipment (UAM, ventilator, monitor, etc.)
  + Serial number of equipment
  + Complete description of problem
  + Your email address, your telephone number and the best address to ship replacement parts, if needed

**What do we do to correct problems?**

Upon hearing from you we will work with you to analyze the problem and follow up with one or more of the following, depending on the nature of the problem:

1. Ship replacement part(s) to you with the corresponding installation instructions, to be performed by qualified hospital maintenance technicians.
2. If the facility’s personnel cannot rectify the problem with Gradian’s suggestions, arrange a service visit by a certified service technician from an in-country or regional distributor.
3. Request that you return the defective part(s) to us or to one of our distributors.

**NOTE:** Do not ship parts to Gradian without first obtaining an authorization for their return.

**For information on post-warranty service contracts please contact Gradian**