

HeartSine® Technologies, Ltd. samaritan® Limited Warranty



What is covered? HeartSine provides to the original end user a limited warranty that all HeartSine samaritan products that are purchased from a distributor, sub-distributor, person or entity authorised by HeartSine Technologies, Ltd. (“Authorised Agents”) are substantially free from defects in material and workmanship. This limited warranty applies only to the original end user and may not be assigned or transferred. An original end user is one who is able to provide proof of purchase from HeartSine or an Authorised Agent. Persons who are not original end users take the products “as is” and with all faults. Please be prepared to provide proof of purchase demonstrating that you are the original end user and eligible to make a valid claim under this warranty. If you are not sure if the distributor, sub-distributor, person or entity from whom you purchased any HeartSine samaritan products is authorised by HeartSine Technologies, Ltd. please contact Customer Support on **+44 28 9093 9400** or **support@heartsine.com**

For how long? HeartSine warrants, from the date of the sale to the original end user, the samaritan for the full eight (8) year service

life and the samaritan Trainer for a period of two (2) years. Products with a stated expiration date are warranted until such expiration date.

Limited warranty does not cover: This limited warranty does not cover defects or damages of any sort resulting from, but not limited to, accidents, damage while in transit to our service location, alterations, unauthorised service, unauthorised product case opening, failure to follow instructions, improper use, improper or inadequate maintenance, abuse, neglect, fire, flood, war or acts of God. We do not warrant your samaritan product to be compatible with any other medical device.

This limited warranty is void if: You purchased any HeartSine samaritan products from anyone other than an Authorised Agent; your samaritan product is serviced or repaired by anyone other than HeartSine Technologies, Ltd.; your samaritan product is opened by unauthorised personnel or if a product is not used in accordance with the *Instructions for Use* and the *Indications for Use* provided with your product; your samaritan product is used in conjunction with incompatible parts or accessories, including, but not limited

to batteries. Parts and accessories are not compatible if they are not HeartSine samaritan products.

What you should do: As the original end user you should send the completed Warranty Card within 30 days of original purchase to:

**HeartSine Technologies, Ltd.
203 Airport Road West,
Belfast, Northern Ireland, BT3 9ED**

or register online using the Warranty Registration link on our website **www.heartsine.com**. To obtain warranty service for your samaritan product, contact your local HeartSine Authorised Agent or call Customer Support on +44 28 9093 9400. Our technical representative will try to resolve your issue over the phone. If necessary, and at our sole discretion, we will arrange for service or a replacement of your samaritan product. You must not send back any product without our authorisation.

What we will do: If your samaritan product contains defects in material or workmanship and it is returned, at the direction of a technical service representative, within the warranty period, we, at our sole discretion, will repair your

product or replace it with a new or reconditioned product of the same or similar design. The repaired or reconditioned product will be warranted subject to the terms and conditions of this limited warranty for either (a) 90 days or (b) the remainder of the original warranty period, whichever is longer, provided the warranty applies and the warranty period has not expired.

If our inspection does not detect any defects in material or workmanship of your samaritan product, regular service charges will apply.

Obligations and limitation of liability:

THE FOREGOING LIMITED WARRANTY IS IN LIEU OF AND SPECIFICALLY EXCLUDES AND REPLACES ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

NO PERSON (INCLUDING ANY AGENT, DEALER, OR REPRESENTATIVE OF HEARTSINE TECHNOLOGIES, LTD.) IS AUTHORISED TO MAKE ANY REPRESENTATION OR WARRANTY CONCERNING SAMARITAN PRODUCTS, EXCEPT TO REFER TO THIS LIMITED WARRANTY.

YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. HEARTSINE TECHNOLOGIES, LTD. SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, EXEMPLARY DAMAGES, PUNITIVE DAMAGES, COMMERCIAL LOSS FROM ANY CAUSE, BUSINESS INTERRUPTION OF ANY NATURE, LOSS OF PROFITS OR PERSONAL INJURY OR DEATH EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Authorised HeartSine Distributor

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UL Classified. See complete marking on product.

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