



Stratus 5 Stationary Oxygen Concentrator Warranty Information

The Stratus 5 Stationary Oxygen Concentrator comes with a standard 3-year warranty.

Warranty begins from the date of shipment. The Standard Equipment Warranty covers only defects arising under normal use and does not include malfunctions or failures resulting from misuse, abuse, neglect, alteration, problems with electrical power, usage not in accordance with product instructions, acts of nature, or improper repairs made by anyone other than 3B Medical or a 3B Medical authorized third-party service provider.

Defective units will be sent to 3B Medical return center, once the 3B team confirms the malfunction/failure the machine will be sent to a contracted third-party repair center, this center is acting as 3B Medical.

- If a confirmed malfunction or failure occurs it is at 3B Medical's discretion to provide a new or refurbished (upon availability) unit as a replacement. All refurbished units are professionally handled and are in "like new" condition.
- Warranty begins from date of **original** shipment. The warranty of the replacement unit shall not extend past the warranty of the original unit. No additional time will be added to the original unit's warranty.
- The malfunctioning unit **MUST** be shipped within 15 days of receipt of the RMA ticket to speed up the replacement action.
- 3B Medical will provide a return shipment label to the 3B Medical return center.

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