

Stairlift Warranty Terms

This warranty pertains to parts only and does not cover labor or other services. The warranty card, provided with your unit, must be completed and returned to Handicare USA no later than 30 days after installation for warranty cover.

- **Handicare Simplicity, 1000, Xclusive and 2000 (excluding outdoor units):** Handicare warrants to the **original purchaser** of a Handicare Simplicity, 1000 or 2000 (excluding outdoor units) that the lift is free from defects in material and workmanship for a period of two years from date of purchase. In addition, Handicare warrants to the **original purchaser** that the motor and gearbox will be free from defects in material and workmanship for the life of the product (excluding our outdoor Stairlifts)
- **Outdoor Units:** Handicare warrants to the **original purchaser** of a Handicare outdoor units that the lift is free from defects in material and workmanship for a period of one year from date of purchase. In addition, Handicare warrants to the **original purchaser** that the that the motor and gearbox will be free from defects in material and workmanship for five years from date of purchase.
- **Handicare Single Rail:** Handicare warrants to the **original purchaser** of Handicare Single Rail units that the lift is free from defects in material and workmanship for a period of two years from date of purchase. , Handicare warrants to the **original purchaser** that the that the motor and gearbox will be free from defects in material and workmanship for five years from date of purchase.
- The warranty is invalid if customer has not maintained the stairlift as recommended in the user manual.
- All installation, maintenance, and service work must be carried out by an authorized Handicare dealer or agent. Any attempt to service, repair, or move the product from its installed location by anyone else will invalidate the warranty
- All service work and maintenance has been recorded in the service record provided with the unit.
- Replacement parts (excluding those covered under the limited lifetime warranty) will be warrantied for 6 months.
- The warranty is invalid if the unit is used for a purpose for which it is not intended or designed, such as (but not exclusively)
 - Transporting anything other than an individual person
 - Transporting a person over the maximum stated weight limit for the lift
 - Outdoor units: If the unit has been installed less than 10 miles from the ocean.
- The following are excluded from the warranty
 - Accidental and cosmetic damage
 - Batteries, unless the fault falls within 30 days of installation.
 - Damage caused by failure to follow any safety or user directions
 - Damage caused by installation of a unit within less than 10 miles of the ocean (outdoor units only).