Warranty Terms and Conditions

Warranty information for Australian Consumers.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.
You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Limited manufacturers warranty

The following warranty information replaces the warranty included with the instructions for use manual. In addition to your rights and remedies under the Australian Consumer Law (and any other applicable law), Loewenstein Medical Australia Pty Ltd ABN 54 645 704 490 of 15/10-14 Louis Ct, Coomera QLD 4209, (Löwenstein Medical) warrants that any Löwenstein Medical product purchased in Australia from an authorised dealer will be free from defects in material and workmanship from the date of purchase for the period specified below.

Product	Warranty period
CPAP or Bi-level device	5 years
Ventilator device	2 years
Humidifier (complete)	2 years
PSU Power Supply	2 years
Mask systems (inc. frame, cushion, headgear and connector)	6 months
Heated and standard (non-heated) tube	3 months
Disposable products (e.g. filters)	None

For a full list of products and warranty periods contact your Löwenstein Medical authorised dealer.

Warranty Exclusions and Limitations

The limited warranty does not cover:

- any device purchased outside of Australia.
- any damage resulting from improper use, abuse, modification, or alteration of the product.
- any damage from exposure to pest infestation, ozone, activated oxygen or other gasses.
- any damage from liquid ingress into the product (water damage).
- any damage from incorrect/inconsistent electrical supply or excessive voltage.
- any damage from the use of third-party accessories nor the original replacement parts recommended in the instructions for use manual.
- any damage from repairs performed or attempted by any external parties who are not authorised by Löwenstein Medical.

This limited warranty applies exclusively to the original purchaser and is not transferrable in the event of any resale or transfer of products. This limited warranty becomes void for products sold or resold outside the original region of purchase.

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Submitting a warranty claim.

Should you believe that your product is defective and falls within the applicable warranty period, you are required to contact the authorised Löwenstein Medical dealer from whom the product was originally purchased.

The product must then be delivered to the dealer at your own expense.

Where this is not feasible, the product may instead be delivered to your nearest authorised Löwenstein Medical dealer location.

All warranty claims must be accompanied by proof of purchase and/or original receipt.

Subject to availability, a similar product may be loaned to you by your authorised Löwenstein Medical dealer while your product is being sent to our service centre for assessment.

Following assessment by Löwenstein Medical Australia:

- Where it is determined that your warranty claim is **valid**, we will repair or replace the product and return it to your authorised Löwenstein Medical dealer at our expense. In the event of a replacement or repair, the original warranty period will remain in effect and will not be extended or renewed.

- Where it is determined that your warranty claim is **not valid**, we will notify your authorised Löwenstein Medical dealer and provide a repair quotation, which may include transportation costs. Your authorised Löwenstein Medical dealer will then contact you, and provide you with the option to accept the quotation (valid for 30 days), or have the product returned to your respective authorised Löwenstein Medical dealer unrepaired, at our expense.

If you wish to speak to one of our friendly Löwenstein Medical representatives regarding warranty eligibility or submitting a claim, contact:

Löwenstein Medical Customer Support (AU)
T. +61 1300 861 139
E. support.au@loewensteinmedical.com

For further information locating your nearest authorised dealer in Australia, visit:

www.loewensteinmedical.com/au-en

With people in mind