

# ErgoGenesis Limited Lifetime Warranty on BodyBilt Seating (updated January 1, 2012)

## STANDARD WARRANTY FOR NORMAL DAILY USE (users up to 300 lbs.)

For standard use, ErgoGenesis warrants to the original purchaser from the original date of purchase, that its BodyBilt products (as listed and described below) shall be free from defects in material and workmanship.

ErgoGenesis will repair or replace, at its option, to the original purchaser only, any defects in products, parts, or components resultant from normal single shift use, as listed and described below (labor is not necessarily included).

ErgoGenesis will not elect replacement unless repair is not commercially practical.

Normal wear or abuse of products, parts, fabrics, and components are not covered.

All features, except those noted below, shall be covered to the original purchaser for the lifetime of the chair.

**Ten (10) Year Items (from the date of manufacture):** Steel structure of mechanism, backrest post, plastic backrest & seat structures, handles, backrest height adjuster, clutch plates, torsion springs, all welds, armrest structure.

**Five (5) Year Items (from the date of manufacture):** Air Lumbar® option, casters, glides, foam, arm pads, sled bases

**Three (3) Year Items (from the date of manufacture):** Fabric (COM / COL fabrics not covered)

**One (1) Year Items (from the date of manufacture):** X-Tension™ Arm Assemblies and Linear Tracking™ Arm (LTA)

## WARRANTY FOR BIG & TALL SEATING (Big & Tall models S754, S2504 and S3504; Bariatric B2503)

S-Mechanism for users up to 500 lbs. and B-Mechanisms for users up to 600 lbs., ErgoGenesis warrants to the original purchaser<sup>2</sup> from the date of manufacture, that its products (as described below) shall be free from defects in materials and workmanship. ErgoGenesis will repair or replace, at its option, to the original purchaser only, any defects in products, parts, or components resultant from normal single shift use<sup>3</sup> (as described below). ErgoGenesis will not elect replacement unless repair is not commercially practical. Normal wear or abuse of products, parts, fabrics and components are not covered. All one (1) year items listed in the standard warranty shall continue to be covered for a period of one (1) year (12 months) from the date of manufacture. All other items listed in the standard warranty shall be covered for a period of three (3) years (36 months) from the date of manufacture. The pneumatic height cylinder and base are covered for three years.

## WARRANTY FOR 12-HOUR USE TO 24-HOUR USE ON STANDARD MODELS (multi-shift applications)

For continuous (12-24 hour) use, ErgoGenesis warrants to the original purchaser<sup>2</sup> from the original date of purchase, that its products (as described below) shall be free from defects in materials and workmanship. ErgoGenesis will repair or replace, at its option, to the original purchaser only, any defects in products, parts and components (as described below). ErgoGenesis will not elect replacement unless repair is not commercially practical. Normal wear or abuse of products, parts, fabrics and components are not covered. All 1-year items listed both in the standard warranty and the S-series Big

**1 No warranties extend beyond the face of this warranty. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Incidental and consequential damages are excluded from this warranty. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply to you.**

**2 This warranty is valid to the original purchaser only** for as long as the purchaser owns and uses this product. Subsequent purchasers are not covered by this warranty. ErgoGenesis will not be responsible for damage due to services, maintenance, modifications or tampering by anyone other than an ErgoGenesis representative or approved dealer. The Standard Warranty is based upon single 8-hour shift use only. This warranty is void if the customer modifies the product, if attachments are made to the product or if the product is not installed or used in accordance with ErgoGenesis installation and guidelines.

**3 Normal single shift use assumes a five -day work week (eight-hour workday).**

**4 In-field service work may incur a labor charge of \$75.00 / hour.**

& Tall chairs shall continue to be covered for a period of one (1) year (12 months) from the date of purchase. All other items listed in the standard warranty shall be covered for a period of three (3) years from the date of purchase. All other items listed in the S-Series Big & Tall chairs shall be covered for a period of two (2) years from the date of purchase. The pneumatic height cylinder and base are covered for three years on chair with standard size seats and for two years on chairs with the #4 seat.

## WARRANTY FOR INTENSIVE-USE (24/7) MODELS (multi-shift applications)

For continuous (12-24 hour) use, ErgoGenesis warrants to the original purchaser from the original date of purchase that its I-Series chairs shall be free from defects in materials and workmanship. ErgoGenesis will repair or replace, at its option, to the original purchaser only, any defects in products, parts and components as described below. ErgoGenesis will not elect replacement unless repair is not commercially practical. Normal wear or abuse of products, parts, fabrics and components are not covered. All items except those noted as having a one-year warranty below, on I-Series chairs built with the #7 seat pan shall be covered for a period of five (5) years from the date of purchase, for users up to, but not exceeding, 300 lbs. On I-Series chairs built with the #4 seat pan, all items except those noted as having a one-year warranty below, shall be covered for three (3) years from the date of purchase, for users up to but not exceeding 500 lbs. The Linear Tracking™ Arm (LTA) shall be covered for a period of one (1) year from the date of purchase on all I-Series chairs. The pneumatic height cylinder and base are covered for five years on chairs with the #7 seat, and for three years on chairs with the #4 seat.

**Warranty does not cover or provide for:** Color-fastness or matching of colors, grains or textures of chair material/fabric; modifications or attachments to the product not approved by ErgoGenesis; products not installed, used or maintained in accordance with product instructions and warnings; products used for rental purposes; damage caused by the carrier in-transit as handled under separate terms; periodic lubrication of the chair mechanism. **Parts warranty freight is \$10.00 for small parts, \$20.00 for large parts, seats, backs and mechanisms.**

## PROCEDURE FOR WARRANTY SERVICE:

Most items can be replaced in the field, either by the customer, dealer, or by a trained ErgoGenesis representative. In some instances, however, the entire chair will need to be shipped back to the factory and the work will be performed at the factory. In either case, in order to make a claim under this warranty, please call the ErgoGenesis Parts & Warranty Dept. (1-800-364-5299, ext. 223) or e-mail the Parts & Warranty Dept. at [warranty@ergogenesis.com](mailto:warranty@ergogenesis.com). Please include the serial number of your chair or have it in hand when you call. The Customer Service representatives will be able to order replacement parts and/or issue a Return Authorization (RA) number for items to be shipped back to the factory.

**-- No return items will be accepted for warranty work without an RA number issued through Customer Service.**