



Moving Health Forward

Warranty for Products Manufactured by Direct Healthcare Group Ltd.

DHG guarantees that the workmanship, materials and assembly of all products produced by DHG shall be free of defects for the following periods from the date of delivery, subject to the conditions detailed below.

All products come with a 12 month warranty; however some products have an extended warranty provided the purchaser adheres to the conditions detailed in this warranty document. The Total warranty period (initial 12 months and extended period) for each product is detailed below:

Product	Foam Warranty	Cover Warranty
Dyna-Form® Mercury	8 years	4 years
Dyna-Form® Mercury Fire Evac	8 years	4 years
Dyna-Form® Saturn	8 years	4 years
Dyna-Form® Mercury Safety 7	8 years	5 years
Dyna-Form® Jupiter	3 years	3 years
Dyna-Form® Birthing Mattress	2 years	2 years
Dyna-Form® Mattress Overlay	3 years	3 years
Dyna-Form® Mercury Static Air	5 years	5 years
Dyna-Form® Static Air HZ	5 years	5 years
Dyna-Form® Community	1 year	1 year
Dyna-Form® Maximus	4 years	4 years
Mercury Advance SMARTcare	2 years	4 years
Dyna-Form® Mercury Advance	8 years	4 years
Dyna-Form® Mercury Advance Trolley	8 years	4 years
Dyna-Form® Mercury Advance Bari	8 years	4 years
Dyna-Form® Mercury Advance Bari WA	8 years	4 years
Dyna-Form® Mercury Advance Cells		2 years
Dyna-Form® Mercury Advance Control Units		2 years
Dyna-Form® Air Pro Plus	2 years	2 years
Dyna-Form® Air Suresse	2 years	2 years
Carital® Optima	3 years	3 years
Dyna-Tek® Profile	1 year	1 year
Dyna-Pad Cushion	2 years	2 years
Dyna-Pad Superior Cushion	2 years	2 years
Dyna-Pad Superior Bari	1 year	1 year
Dyna-Flex® Cushion	2 years	2 years
Dyna-Flex® Bari Cushion	1 year	1 year
Dyna-Tek® Owl	2 years	2 years
Dyna-Tek® Posture Visco	2 years	2 years
Dyna-Tek® Gel Cushion	2 years	2 years
Transflo Cushion	2 years	2 years
Transflo Bari Cushion	2 years	2 years
Dyna-Tek® Intelligent Air	2 years	2 years
Dyna-Form® Mercury Advance Cushion	2 years	2 years
All Proformance Covers	N/A	8 years



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Product	Construction Warranty	Electrical Actuator Warranty*	Batteries & Handset Warranty
Lago Hospital Bed	10 years	5 years	3 years
Olympia Hospital Bed	10 years	5 years	3 years
Olympia Bariatric Bed	10 years	5 years	3 years

*Includes electric actuators, wiring, castors, gas springs, hydraulic pumps and the sofa bed mechanism.

DHG reserve the right to either replace or repair any defective part (or parts) of any product, or to provide replacement in the case of products with a warranty of more than one year, at the sole discretion of DHG.

Please see overleaf for conditions of warranty.



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Conditions of Warranty:

1. All instructions for cleaning and maintenance of the mattress are adhered to.
2. The internal and external parts of any product are inspected at least once every three- (3) months for any damage or wear. All damaged parts are replaced immediately with the appropriate replacement part, or the mattress is immediately taken out of service until the replacement part has been obtained and the damaged part has been replaced.

This warranty excludes all other warranties, expressed or implied. Without limitation to the generality of the above, DHG hereby exclude liability for the following:

1. Damage due to any events outside the control of DHG including, but not limited to: damage from carelessness, accidental damage, damage from sharp objects, tears, negligence (whether wilful or not), tampering, damage from fire, damage occurring in transit after delivery by DHG or excessive wear and tear. This includes failure to follow cleaning instructions; use of inappropriate or incorrectly diluted cleaning compounds or processes; and failure to ensure that in the case of mattresses any product is thoroughly dried before turning or flipping over.
2. Damage resulting from contamination following damage to, and failure to replace the cover. Contamination due to incorrect storage or failure to inspect the interior of the mattress or cushion as above, or damage due to unusual contamination or infection, spillage or staining, or use of abrasive, corrosive or any such similar damaging substance.
3. Damage due to undertaking any action or procedure using the product outside the normal use of such product.
4. Damage resulting from failure to replace damaged parts promptly and the use of any parts not supplied by DHG or their agents, or damage due to interior parts being used without the cover, being used with a damaged cover or with the cover being incorrectly fitted.
5. Damage when any parts of the mattress are used as part of, or in conjunction with, any other product or piece of equipment except as specifically provided for by DHG.
6. Any indirect or consequential loss as a result of the use of the mattress or cushion.
7. Any liability beyond the initial purchase price of the mattress or cushion.
8. Damage not proven to the satisfaction of DHG to be due to defective materials, workmanship or assembly.