



Warranty

Limited 25 Year Warranty • Effective for products manufactured after January 1, 2006

LIMITED 25 YEAR WARRANTY

Intellicare warrants all products to be free from defects in material and workmanship for the life of the product to the original purchaser. Proof of delivery is the only official document accepted by Intellicare for any claim. This warranty does not apply to any product which must be repaired or replaced due to overuse, negligence, abuse, accident, or a product that has been modified by someone other than Intellicare or its authorized dealers, or without consent from Intellicare directly. This warranty is made by Intellicare only to purchasers acquiring the product directly from Intellicare, its authorized dealers, and representatives. Products used for rental, leasing, or similar actions are not covered by this warranty.

CASEGOOD WARRANTY

The following components are also covered under this warranty for a period beginning from the time of delivery.

Laminate Material	25 years
Thermoform Material	25 years
Steel Beds	25 years
Moving Parts (slides, casters, and locks)	20 years
Stationary Parts (handles and brackets)	25 years
High Impact Edging	25 years
Mattresses – Duratex	5 years, non-prorated
Mattresses – Midland	10 years, non-prorated

Exclusions: light bulbs, ballasts, and customer's own material (COM).

SEATING WARRANTY

Wood Frames	25 years
Aluminum Frames	25 years
Mechanisms (recliner)	10 years — 5 yrs full, 10 yrs parts & labour
Springs	15 years
Foam (seat foam)	15 years

Wood Frames – 25 Year Warranty

The frame, made of kiln-dried hardwood, is warranted to the original purchaser against manufacturing defects for the lifetime of the product — upholstered in original fabric under normal use and conditions.

Aluminum Frames – 25 Year Warranty

The frame, made of extruded aluminum, is warranted to the original purchaser against manufacturing defects for the lifetime of the product — upholstered in original fabric under normal use and conditions.

Mechanisms – 10 Year Limited Warranty

Recliner mechanisms are warranted to be free of defects for five years from the date of purchase, with 10 years of parts and labour coverage.

Springs – 15 Year Limited Warranty

Intellicare Furniture warrants to the original purchaser all springs to be free from breakage due to defective material or workmanship for a period of fifteen years from the date of purchase.

Foam – 15 Year Limited Warranty

Intellicare Furniture products utilize high-resiliency, flame-retardant foam in all upholstered health care products, and warrant the seat foam for fifteen years. Loss of resiliency should not be confused with slight softening and flattening of the polyester fibre and foam that results from normal use and aging.

Crypton, Vinyl and Silicone Warranty

Vinyl and Crypton warranties are dependent upon the mill which produces the product. Please refer to the manufacturer's website for information on fabric warranties. Intellicare only uses commercial healthcare-grade upholsteries.

WARRANTY SERVICE

All claims for service must be made to the distributor where the product was purchased. The claim must be accompanied by the bill of sale. Intellicare Furniture is not responsible for the shipping or transportation costs of warranty claim items or replacements. Approval must be obtained from the factory before the distributor initiates repairs or replacements. Repairs and/or replacements will be made within a reasonable time.

MAINTENANCE

For some products, proper maintenance is required for this warranty to remain valid. Contact your representative for approved maintenance practices. Inspections should be performed on a quarterly basis for moving parts, and annually for fixed components, to maintain proper working condition. Intellicare reserves the right to choose to repair or replace any claim, and consent from Intellicare must be obtained before any warranty work is performed. Shipping costs of replacement parts, installation, and downtime costs associated with warranty work are the responsibility of Intellicare's authorized dealer/representative. When repairing or replacing a defective product, Intellicare cannot always guarantee matching colour, grain texture, or dye lots. This warranty does not cover the cost of transportation or labour.

SHIPPING AND DELIVERY

Please refer to the Intellicare Shipping and Installation Guide for shipping and handling details. Under no circumstances shall Intellicare be liable for accidental or consequential damage or injury caused by handling of the product, nor will Intellicare accept responsibility for third-party installation or third-party transit damages not contracted by Intellicare.

CLEANING

Please refer to the Intellicare Cleaning Guide for more details. All products are meant to withstand regular cleaning using currently accepted best practices and healthcare-grade cleaning solutions. All cleaning products are to be used according to manufacturer's recommendations.

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