

13 Warranty and Repair

HeartSine Technologies will provide the following services under warranty:

- All faulty components which fail due to defective manufacturing will be replaced free of charge for the following periods from the original date of purchase:
- Samaritan AED – 5 years
- Data-Pak™ – 2 years
- HeartSine is responsible for extensions of the warranty period only when specifically agreed between HeartSine Technologies and the distributor.



Please Note: HeartSine Technologies or the distributor are not obliged to carry out service under warranty if:

- Unauthorized modifications have been made to the device.
- Non-standard components are used.
- The user has not used the device in accordance with the instructions provided in this manual.
- The serial number of the apparatus is removed, defaced, misused, or altered.
- The device, pads, or batteries are stored or used operationally outside of environmentally specified conditions listed within this manual.
- Defibrillation pad packaging is not returned.

Any claims made under warranty must be directed via the distributor from whom the device was originally purchased. The distributor, before carrying out service under warranty, may require evidence of purchase.

The product must be used in accordance with the user manual and for the purpose that it was intended.

If you have a query, please contact support@HeartSine.com for assistance.