

WARRANTY POLICY

OMRON STANDARD WARRANTY TERMS & CONDITIONS

1. Below terms and conditions are applicable to products with a standard OMRON Warranty ("**Warranty**") purchased from, and, registered with OMRON Healthcare Singapore Pte Ltd ("**OMRON**"). OMRON reserves the right to modify, amend and update this Warranty at any time and such modifications, amendments and updates shall become effective immediately upon posting on OMRON's website.
2. OMRON warrants that the Customer's OMRON product ("Product") will conform to the specification of such respective product during the Warranty Period (as defined in Clause 8 below). During the Warranty Period under normal use, OMRON will, at its sole discretion, replace or repair the defective Product or part(s) free of charge. Parts or materials which are subjected to normal wear and tear are not covered by this Warranty.
3. This Warranty is offered by OMRON, to the purchaser (the "**Customer**") of an applicable Product and is only valid in the country of original purchase (Singapore) from authorized retailers and online resellers.
4. The Customer has to sign up/ login to MEMBERS CLUB account to complete the Warranty registration online at <https://member-sg.omron.asia/> or MEMBERS CLUB panel on OMRON connect app within (10) days from date of purchase. The warranty registration confirmation email/SMS/registered product page on MEMBERS CLUB account or copy of receipt must be presented with the Product to the OMRON's Service Centre ("**Service Centre**") at point of servicing request within the Warranty Period. Original or copy of Purchase Receipt MAY BE REQUESTED for verification during Service/Repair. OMRON is not obliged to honour any Warranty if the Customer fails to meet the requirements above. Online warranty registration is only applicable for Product with production batch/ serial number starting from 2019. For production batches / serial numbers prior to 2019 which are purchased from authorized resellers, OMRON requests for customers to reach out to OMRON to determine if such Product is under Warranty. [Message us](#)
5. This Warranty can only be redeemed at the Service Centre and not at the retail stores. The contact details of the Service Centre are provided below. The Customer acknowledges and agrees that OMRON is unable to provide onsite servicing. Collection of ALL repaired/serviced Products must be done at the Service Centre, unless otherwise agreed by OMRON. If the repaired/serviced Product is not picked up by the Customer within 60 days from the service completion date, OMRON reserves the right to dispose of such product at its discretion. If the Customer wishes for OMRON to pick up and/or send the Product from/ to the Customer's location, to the extent permitted under applicable law, a transport fee will be imposed whether or not the Product is within Warranty Period.
6. All corrective work under this Warranty shall be performed by the Service Centre unless otherwise designated by OMRON.
7. OMRON reserves the right to reject Warranty that contains incomplete and/or incorrect warranty information.
8. The Warranty is a value-add service, offered by OMRON that begins on the first day of purchase for a minimum period stipulated below ("**Warranty Period**"):

(a) Blood Pressure Monitor

Models	Base Year Warranty (for all) from 1st July 2023 onwards	Additional Years when customers register their Warranty from 1st July 2023 onwards	*Total Warranty Period from 1st July 2023 onwards
Automatic Blood Pressure Monitor (Bluetooth Models)	3 Years from date of purchase	3 Years	6 Years from date of purchase
Automatic Blood Pressure Monitor (non-Bluetooth Models)	3 Years from date of purchase	2 Years	5 Years from date of purchase

For the avoidance of doubt, Customers who have purchased any blood pressure monitor before 1 July 2023 will continue to enjoy 5-year Warranty from the date of purchase.

(b) Others

Product	Warranty Period*
Nebulizer & Wheezescan	3 Years
Thermometer	1 Year
Pulse Massager (TENS)	1 Year
Pedometer	1 Year
All Other OMRON Products (Exclude accessories & optional parts)	1 Year

* In the event of any dispute, OMRON shall, in its absolute discretion, determine the date of commencement of the Warranty Period, and such determination shall be conclusive.

The Warranty is not transferable, negotiable or assignable to any third party.

9. The Warranty covers materials and workmanship defects except for the following exclusions:

Exclusions from coverage:

- a) Products still covered under any other warranties in effect;
- b) Damage to the outer case and defects caused by misuse, negligence and accident;
- c) Damage caused by use of Product contrary to the instruction manual;

- d) Damage to the Arm Cuff set and inflation Bulb set of Blood Pressure Monitor due to normal wear and tear;
 - e) Optional Parts defects do not apply to standard wear and tear issues similar, and not limited to, stains from any liquids, gels or transferable items, marks from frequent usage, poor storage conditions and/or scratches/abrasions from external bodies/items;
 - f) Consumable items used in or with the Product such as (but not limited to) batteries, filters and gel pads;
 - g) Damage caused by battery leakage;
 - h) User-performed routine maintenance and cleaning as indicated in the operating/instruction manual;
 - i) Damage caused by modifications, repairs, or any work made to the Product by anyone not authorized by Omron;
 - j) Damage to any Product which has its serial number altered, removed, or defaced;
 - k) External faults such as wiring and electrical connection or defects from using wrong electrical supply;
 - l) Accidental or intentional physical damage or damage caused by poor storage conditions;
 - m) Damage as a result of natural disasters, civil unrest, fire, theft, spilled liquids, corrosion, environmental elements, animal or insect infestation;
 - n) Commercial use (multi-user organizations), public rental, use for profit or communal use for multi-family housing;
 - o) Diagnosis where no defect has been found or noted; and/or
 - p) Products purchased from unauthorized Suppliers or Resellers (including without limitation, unauthorized retailers and unauthorized online resellers) within and/or outside of Singapore.
10. To the extent allowed by the applicable local law, the remedies in this Warranty are the Customer's sole and exclusive remedies. Under no circumstances shall the Warranty coverage extend to any loss or injury to a person or loss damage to property or any incidental, contingent, special or consequential damages or any direct or indirect loss. No implied warranty, including that of satisfactory or merchantable quality or fitness for a particular purpose, applies to the product after the Warranty Period. No other warranties (express or implied) or guarantee given by any other party in respect of the product shall bind OMRON.
11. OMRON has the sole discretion to repair or to replace a Product of equivalent quality and specifications in the event of Product malfunction during the Warranty Period.
12. If the Product is replaced, then, to the extent permitted under applicable law, the remaining term of the Warranty will be automatically terminated unless stated otherwise by OMRON. The Product with the original Warranty will then become the property of OMRON (if replacement is accepted by the Customer).
13. If identical materials are not available at the time of repair or replacement, OMRON reserves the right to substitute comparable materials or models and does not guarantee that the replacement will match the existing or original Product.
14. All decisions made by OMRON in respect of servicing of the Product (including repairs or replacements of products or parts) or Warranty eligibility shall be final and conclusive and the Customer agrees to be bound by such decisions.
15. Service fee and spare parts costs (if any is required for repairs) will be charged to any repairs/maintenance/servicing if the Product is no longer under any Warranty. The 30-

Day User Verification Period (“**UVP**”) is a period automatically provided (after repairs by OMRON) for Products WITHOUT any warranty. The Customer can use this UVP to observe his/her Product after repair. If any defects occur within this 30-day UVP for the same Product, OMRON will repair such defect at no extra costs for the Customer. For the Product which malfunctions during the last 30 days of the Warranty Period, the UVP will also be provided.

16. Under normal circumstances, OMRON will repair the Product within 5 working days. If additional time is required, OMRON will notify the Customer promptly.
17. This Warranty shall be governed by and construed in accordance with the laws of Singapore.

Before contacting our Service Centre, OMRON recommends the Customer to read the troubleshooting section in the instruction manual of the Product. This section describes error indicators and common troubleshooting tips that may assist the Customer in using the Product.

Contact details# of OMRON Healthcare Service Centre:

438B Alexandra Road #01-03

Alexandra Technopark Block B, Singapore 119968

Opening hours: 9am to 5pm from Mondays to Fridays, Closed on Saturdays, Sundays & Public Holidays

[Message us](#)

Telephone: 31386870

OMRON will strive to respond to the Customer’s emails within approximately 5 working days (excluding Saturday, Sunday and public holidays). However, depending on the complexity of the issue, OMRON may take a longer time to respond to the Customer’s emails.

This contact information may change without notice; please check OMRON’s website for updated contact information.