

OMRON WARRANTY TERMS & CONDITIONS

(NEW ZEALAND)

All Omron products must be purchased from an authorised Omron retailer in New Zealand. Please keep your proof of purchase to validate your warranty.

All Omron devices are warranted to be free of manufacturing defects (for the periods outlined below) from the date of purchase. This warranty is void if the product is modified or altered, is subject to misuse or abuse, damaged in transit or lack of responsible care, is dropped, if damage occurs by reason of failure to follow the written instruction booklet, or if product repairs are carried out without authority from Omron's distributor.

Product	Warranty Period
Automatic Blood Pressure Monitors	5 Years*
Nebulisers	2 Years (4 Years when registered online)
Forehead & Ear Thermometers	2 Years (4 Years when registered online)
TENS Therapy Devices	2 Years (4 Years when registered online)
Accessories	1 Year
Professional Medical Devices	2 Years
Professional Medical Device Accessories	90 Days

*All Omron Blood Pressure Monitors will automatically receive 5 years warranty when purchased from 1/11/17 onwards. We recommend you register your warranty online [here](#). Blood Pressure Monitors purchased prior to 1/11/17 will automatically receive 2 years warranty. If they were registered online within the first two years from date of purchase, the device will be eligible for an extra 2 years warranty and will have a total of 4 years warranty.

All other consumer Omron devices are automatically covered by a 2 year warranty. Register your Omron device online [here](#) to receive an extra 2 years warranty. Your device will have a total of 4 years warranty once registered online. The product must be registered within the first two years from date of purchase.

Accessories are warranted to be free from defects in materials and workmanship appearing within 1 year[#] from the date of purchase when the device is used in accordance with the instructions provided with the device. Accessories are not warranted for wear and tear or eligible for extended warranty. Batteries are not covered under warranty.

Please note that **Omron Professional Medical Devices** are not eligible for the 5 year warranty or 4 year extended warranty. These products still include a 2 year warranty and can be registered online, but they are NOT eligible for the extended warranty.

[#]Please note **Professional Medical Devices Accessories** are warranted for 90 days only.

We will repair, or at our option replace free of charge, any parts necessary to correct material or workmanship, or replace the entire unit and return to you during the period of the warranty.

Otherwise, we will quote for any repair which will be carried out on acceptance of our quotation. The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product, which the consumer has under the trade practices act and other state or territory laws in New Zealand.

Our goods come with guarantees that cannot be excluded under New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Before sending in your unit for service, please take a few minutes to do the following:

- In your instruction manual, read the troubleshooting section and the section describing common errors, their cause and remedies. Product Instruction manuals can be downloaded online.
- Contact Omron Healthcare customer service. Our staff are trained to assist you with most issues you may have experienced, without the need to send your product in for service.

PLEASE CALL OUR TOLL FREE NUMBER:

IN NEW ZEALAND

Free call:

0800 523 583

Sending in your unit for service

1. Should a repair be needed within the warranty period, enclose the tear off section of the warranty card or a repair form and your proof of purchase receipt. Repair forms are available online [here](#). Please ensure all relevant details are completed before sending your unit in for service.
2. If you have registered your warranty information online, please ensure your contact details are still current and include a brief description of the problem you are experiencing together with your purchase receipt.
3. Include the Omron unit with all product components in your package. This is extremely important, so our repair technicians can make the correct diagnosis with any problems.
4. **Please return the unit, warranty card or repair form at your cost to:**

IN NEW ZEALAND

BV Medical - Omron Repairs

Unit 7, 110 Mays Road

Onehunga

Auckland, New Zealand. 1061

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

6. If a warranty claim is made within the warranty period, the device will be checked, repaired and returned to you at no cost. If the device is outside of the warranty period, the cost of repairing the device will be detailed to you before the commencement of the repair. This will be detailed in a quote and sent to you seeking authorisation to commence repair.

Limited Warranty

We are the sole authorised Distributor of Omron Products in New Zealand. Our Warranty only applies to products purchased in New Zealand from authorised resellers of the Product. The Warranty does not apply to any product imported directly into New Zealand by someone other than us. This includes any products ordered online from overseas or from within New Zealand other than from us.

If you are in doubt as to whether our Warranty will apply to the Product purchased by you, we invite you to contact us.

Therapeutic Goods

Therapeutic Goods that are sold to the general public in New Zealand must be registered, listed or included on the Medsafe Web Assisted Notification of Devices (WAND) Database. This is the case for all medical devices purchased from this website, pharmacies, health stores or supermarkets.

Therapeutic Goods are those products used in humans that can prevent, alleviate, diagnose or cure medical ailments, injuries, defects or diseases. They may also claim to maintain the health of consumers.

It is thus an illegal offence to sell products like blood pressure monitors over the internet if they are not entered into the WAND Database under the Medicines Act 1981.

Entry of Therapeutic Goods in the WAND Database means that they have been through rigorous testing to prove that they meet their clinical efficacy and safety requirements. They are also made under a strenuous quality management system.

If products are purchased that are not entered in the WAND Database, then they may be unsafe, may not work or may be unreliable or even dangerous. If an individual suffers adverse consequences from using such medical devices, information about the goods and redress may be difficult to obtain.

Promotion of the availability of Therapeutic Goods not in the WAND Database is illegal under the Medicines Act 1981.