

## 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 your OMRON product does not have defects in materials and workmanship. During the Warranty Period (as defined hereinafter) under normal use, OMRON will replace or repair the defective 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 (hereinafter the "**customer**") of an applicable OMRON Product ("**product**") and is only valid in the country of original purchase (Singapore) from authorized retailers and online resellers.
4. The Customer has to complete the Warranty registration online at <https://www.omronhealthcare-ap.com/sg/warranty> within (10) days from date of purchase. The warranty registration confirmation email 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 Customer fails to meet the requirements above. Online warranty registration is only applicable for products with production batch/ serial number starting from 2019. For production batches / serial numbers prior to 2019 which are purchased from authorized resellers, we request for customers to reach out to us for us to determine if such products are 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. Collection of ALL repaired Products must be done at the Service Centre. If you prefer, for a fee, we can send your repaired Products to a mailing address in Singapore. All corrective work under this Warranty shall be performed by the Service Centre unless otherwise designated by OMRON.
6. OMRON reserves the right to reject warranty that contains incomplete and/or incorrect warranty information.
7. 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**"):

<b>Product</b>	<b>Warranty Period*</b>
Automatic Blood Pressure Monitor	5 Years**
Nebulizer	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.

\*\* Warranty Period shall be applicable only for Automatic Blood Pressure Monitors purchased or manufactured from 2017 onwards, and the date of commencement of such Warranty Period shall be the date of purchase or the date of manufacture, whichever is the earlier.

8. 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 or repaired or modified without OMRON's authorization, or any other use contrary to the instruction manual;
  - c) Damage to the Arm Cuff set and inflation Bulb set of Blood Pressure Monitor due to normal wear and tear;
  - d) 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;
  - e) Consumable items used in or with the product such as (but not limited to) batteries, filters and gel pads;
  - f) User-performed routine maintenance and cleaning as indicated in the operating/instruction manual;
  - g) Unauthorized modifications made to the product, altered serial numbers or repairs performed by non-authorized repairers;
  - h) External faults such as wiring and electrical connection or defects from using wrong electrical supply;
  - i) Accidental or intentional physical damage or poor storage conditions;
  - j) Damage as a result of natural disasters, civil unrest, fire, theft, spilled liquids, corrosion, environmental elements, animal or insect infestation;
  - k) Commercial use (multi-user organizations), public rental, use for profit or communal use for multi-family housing;
  - l) Diagnosis where no defect has been found or noted; and/or
  - m) 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. If the Product is replaced, the Warranty for this Product will automatically terminate, 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). 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.

12. All decisions made by OMRON in respect of servicing of the product (including repairs or replacements of products or parts) shall be final and conclusive and the customer agrees to be bound by such decisions.
13. 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. Customers can use this UVP to observe their Product after repair. If any defects occurs within this 30-day UVP for the same Product, OMRON will remedy such defect at no extra costs for the Customer. For Product which malfunctions during the last 30 days of the Warranty Period, the UVP will also be provided.
14. Under normal circumstances, OMRON will repair the product within 5 working days. If additional time is required, OMRON will notify the customer promptly.
15. Collection of all repaired products is only available at the Service Centre, unless otherwise agreed by OMRON. If the repaired product is not claimed by the user within 60 days from the Service completion date, OMRON reserves the right to dispose of the product at its discretion.
16. This Warranty shall be governed by and construed in accordance with the laws of Singapore.

Before contacting our Service Centre, we recommend you read the troubleshooting section in your instruction manual. This section describes error indicators and common troubleshooting tips that may assist you in using your 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

Telephone: 31386870

[Message us](#)

We will strive to respond to your emails within approximately 3 working days (excluding Saturday, Sunday and public holidays). However, depending on the complexity of the issue, we may take a longer time to respond to your emails.

\* This contact information may change without notice; please check Omron's website for updated contact information.