

OMRON WARRANTY TERMS & CONDITIONS

1. All Omron products must be purchased from an authorised Omron retailer in Australia and New Zealand. Please keep your proof of purchase to validate your warranty.
2. You must complete the warranty registration online at <https://www.omronhealthcare-ap.com/au/warranty> within (10) days after purchase. You will have to upload a copy of proof of purchase during registration. At the point of servicing request, the warranty registration confirmation email and/or copy of proof of purchase must be presented with the product to the service centre stated below at your own cost. Omron is not obliged to honour any warranty if you fail to meet the requirements above.
3. Subject to Clause 8 below, all Omron devices are warranted to be free of manufacturing defects for the periods outlined below from the date of purchase: -

(a) OMRON Blood Pressure Monitors

Product	Base Year Warranty (for all) from 1 st March 2024 onwards	Additional Years when customers register their Warranty online from 1 st March 2024 onwards	Warranty Period from 1 st March 2024 onwards when customers register their Warranty online
Automatic Blood Pressure Monitors	3 years from date of purchase	3 Years	6 Years from date of purchase

For the avoidance of doubt, Customers who have purchased any OMRON blood pressure monitor before 1 March 2024 will continue to enjoy 5-year warranty from the date of purchase.

(b) Others

Product	Base Year Warranty (for all)	Additional Years when customers register their Warranty online	Warranty Period when customers register their Warranty online
Nebulisers	2 Years from date of purchase	2 Years	4 Years from date of purchase
Forehead and Ear Thermometers	2 Years from date of purchase	2 Years	4 Years from date of purchase
TENS	2 Years from date of purchase	2 Years	4 Years from date of purchase
Weight Scales	1 Year	-	1 Year from date of purchase
Professional Medical Devices	2 Years	-	2 Years from date of purchase

Professional Medical Device Accessories	90 Days	-	90 Days from date of purchase
---	---------	---	-------------------------------

* 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.

(c) Accessories (excluding batteries)

Accessories are warranted to be free from defects in materials and workmanship appearing within one (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.

4. ^Please note: The 6-year & 4 year extended warranty are NOT applicable to the following products:

- Omron HN300T2 Digital Weight Scale
- Omron Professional Medical Devices
- Omron Professional Medical Device Accessories

These products still include warranty as per the above table and can be registered online, but they are NOT eligible for the extended warranty.

5. We will, at our option, repair or replace free of charge, any parts necessary to correct material or workmanship, or replace the entire product 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.
6. If the product is replaced entirely, the warranty 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 you) without need for further authorization.
7. If identical materials, devices, or models 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.
8. 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 Australia.
9. The warranty is not transferable, negotiable, or assignable to any third party.
10. 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 conclusive, and you agree to be bound by such decisions.
11. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of Product which the Consumer has under the Australian Consumer Law and other State or Territory laws in Australia (as applicable).
12. Our goods come with guarantees that cannot be excluded under Australian and 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.
13. OMRON reserve the exclusive right to change to amend, modify, or change these warranty terms.

BEFORE YOU SEND IN YOUR PRODUCT FOR SERVICE

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

- To ensure safe and correct use, storage and cleaning, please ensure you review the instruction manual/instructions for use in full. The instruction manual/instructions for use can be downloaded online.
 - In your instruction manual/instructions for use, read the troubleshooting section that describes common errors, their cause, and remedies.
 - Contact OMRON 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 AUSTRALIA

Free call:
1800 807 464

IN NEW ZEALAND

Free call:
0800 523 583

Sending in your product for service

If a Form within the Manual

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

IN AUSTRALIA

J A Davey Pty Ltd - Omron Repairs
PO Box 84
Port Melbourne
Victoria Australia 3207

IN NEW ZEALAND

BV Medical - Omron Repairs
Unit 7, 110 Mays Road
Onehunga
Auckland, New Zealand. 1061

