

## Guarantee Document

Dear customer:

Thank you very much for purchasing a KARTSANA product.

We would like to inform you that our official Technical Assistance Service (TAS) centre is at your disposal both during and outside the warranty period. You can also access the TAS service via web [www.kartsana.com/sat](http://www.kartsana.com/sat). If you need it, do not hesitate to ask us. A warm welcome as a customer of the KARTSANA brand.

### Warranty Conditions

In the following document you will find a description of the warranty conditions that are available to you when you purchase a new product of our brand. These conditions include all rights, as well as the warranty and additional rights that the KARTSANA brand offers. Furthermore, **the warranty conditions that KARTSANA offers as the manufacturer are independent of the rights you have against the seller arising from the contract of sale of your product.** Please read this document carefully, and if you have any questions, please contact us.

### What does your warranty cover?

Our company undertakes, during the 2 years following the date indicated on the purchase invoice, to repair, free of charge, any fault or defect in the product, if it is due to a manufacturing fault, or to a defective component of the product that results in the product's non-conformity.

Thus, during the warranty period, in the event of a fault in the product, KARTSANA will provide the best solution, if it is objectively possible and is not economically disproportionate. For this purpose, it is considered disproportionate when it involves costs that are unreasonable, considering the value of the product and its operability, without major inconvenience for the user.

Whether a part is replaced or the product is replaced, the original warranty period of the product shall remain in effect for a minimum of a 6-month warranty period from delivery, but in no case shall a new 2-year warranty period commence.

### What is not covered by your warranty?

KARTSANA, as the manufacturer of the product, cannot be held responsible for certain aspects of your product that are beyond our control, therefore, there are certain failures and damages that cannot be covered by this warranty.

Instructions for installation and correct use of the product are detailed in the User Manual. Please carry out the checks indicated there, as any damage caused by incorrect installation or misuse will not be covered by this warranty.

This warranty does not cover failures caused by causes beyond the design or manufacture of the product (e.g. power supply failures) or caused by improper or unprofessional use of the product. Further information on the Intended Use of the Product can be found in our User Manual.

Likewise, the warranty does not apply if the defects in the appliance have been caused by damage during transport not attributable to the manufacturer (e.g. damage to the paintwork, dents, broken parts during transport, etc.), as well as by poor maintenance of the product. Similarly, those parts affected by normal wear and tear of the product are not covered, which will be plastic elements such as the following, whose wear and tear is part of the normal maintenance of the product:

- Wheels.
- Protectors.
- Cuffs.
- Push buttons.
- Handrails.
- Belts.
- Mattresses.

The warranty will be void if repairs are carried out or if the product is opened or tampered with by persons not authorised by the manufacturer; or if additional parts or accessories other than the manufacturer's original ones are replaced or used.

The warranty does not cover malfunctions or damage caused by chemical or electrochemical effects of water or by contact with inappropriate substances, or due to abnormal general environmental conditions or, in short, those caused by the use of the product outside of what is indicated in the User's Manual.

### **Important**

In order to be entitled to this guarantee, it is essential to prove to the KARTSANA Official Service the date of receipt of the product by you. For this, it is necessary to show the INVOICE OF PURCHASE of the product where the **serial number** of the product is indicated, or to have registered the product during the warranty period on our website.

**Please keep the purchase invoice.** All our technicians have been authorised by KARTSANA as official service partners of the manufacturer.

This warranty applies to products purchased globally, except for specific legal requirements of the country of purchase. These warranty conditions also apply to products shipped outside of Spain, if they meet the technical requirements (such as voltage, frequency, etc.) of the respective country and are suitable for the climatic and environmental conditions.

Any controversy or claim that may arise with respect to the interpretation or fulfilment of this document, including those obligations not expressly contained herein, shall be subject to the jurisdiction of the Courts and Tribunals of Barcelona. Likewise, any controversy or claim arising from this document shall be governed by and interpreted in accordance with Spanish law.

These conditions correspond to the minimum warranty offered by the manufacturer and do not interfere with any other warranty you may have contracted that improves these conditions. To resolve any questions about your new product, or to see if an extended warranty policy is available, please visit us at [www.kartsana.com/sat](http://www.kartsana.com/sat).

This warranty defines the full liability of KARTSANA, S.L. in case of incorrect operation of the product during the warranty period. To the maximum extent permitted by law, KARTSANA, S.L. shall not be liable for damages, both direct and indirect (loss of profits, loss of contracts, etc.), resulting from the incorrect operation of the product or the unavailability of the product by the customer during the repair periods.

We remind you that the KARTSANA Official Service will be at your disposal once the warranty has expired, as it has the training, means and spare parts to repair our products with the maximum guarantee.

For the purpose of legal communication with KARTSANA as the manufacturer of this product you should contact:

KARTSANA SL  
Street Narcís Monturiol, 34,  
08192, Sant Quirze del Valles, Barcelona, Spain.

e-mail: [info@kartsana.com](mailto:info@kartsana.com)

**Register your products:**

To register, scan the QR code on the product label or go to [www.kartsana.com/sat](http://www.kartsana.com/sat). In the "PRODUCT REGISTRATION" section you can easily register your products.

Why is it important to register them?

- It will allow you to evidence the warranty period more easily.
- You will be able to access user manuals, videos and exclusive content.
- It will provide the Technical Assistance Service (TAS) in case of need.
- You are eligible for our extended warranty service and maintenance contract according to your needs.