

24 MONTH MANUFACTURER'S GUARANTEE

This product is covered by a 24 month manufacturer's guarantee, commencing on date of shipment. This guarantee covers the free of charge repair of any faults which occur during normal usage, including parts, labour and travel costs, with on-site response to all equipment breakdown calls wherever possible (UK mainland only*). Call our 24 hour Customer Services Helpline to obtain practical advice and diagnostics should your product develop a fault. If the problem cannot be overcome and a service visit is necessary, an appointment will be made for a service engineer to call.

TO REPORT A PRODUCT FAULT PLEASE CALL OUR CUSTOMER SERVICES HELPLINE ON 01794 503500

Please state the product name and quote the serial number, which can be found on the back of the power unit of a powered mattress or cushion system, or on the foam core of a foam mattress or cushion.

Conditions of Guarantee (UK)*

Any defect in the product caused by faulty manufacture or parts is covered by the guarantee, provided that:-

- a) evidence of the date of purchase, shipment or receipt is available showing that the product was purchased within 24 months prior to the date of claim
- b) the equipment has been used for the purpose intended and according to the manufacturer's installation and user instructions
- c) the defect is not caused by accidental or wilful damage or destruction
- d) only Talley service engineers are used to carry out repairs and/or replace any parts (any repairs carried out by unauthorised personnel within the guarantee period may void the guarantee).

Full call-out and repair costs may be charged if claim does not comply with Conditions of Guarantee. Our standard terms and conditions apply.

* Other guarantee arrangements/conditions may apply to products outside of mainland UK - please contact your local distributor/supplier for details.

ENSURE THE CONTINUED SAFETY AND RELIABILITY OF YOUR PRODUCT BEYOND THE GUARANTEE PERIOD

To ensure the continued reliability and safety of your Talley product beyond the initial manufacture's guarantee period, Talley offers a range of Service Contracts designed to provide ongoing support along with regular maintenance and any repair requirements. As with all modern electro-mechanical equipment regular maintenance is essential to ensure equipment is safe for both users and operators whilst providing the highest degree of reliability. With Talley engineers providing this service you can rest assured you have the industry experts on-hand to maintain and support your Talley equipment. Hence, your Talley equipment placed on a service contract with us can avoid interruption to patient care and well-being and help to avoid costly breakdowns and repairs.

If you would like further details of the range of Service Contracts on offer for Talley products please contact our **CUSTOMER SERVICES HELPLINE** on **01794 503500** quoting reference: **SLGC01**



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