

DETAILED TERMS AND CONDITIONS OF WARRANTY

1. Being a medical device, it is always advisable to use a "Medical Grade Servo Voltage Stabilizer" along with respiratory equipment like Auto CPAP / BiPAP / TVAPS / Oxygen Concentrators to avoid electrical damage to the equipment.
2. Medical Grade Servo Voltage Stabilizers are available at all the Entrusted showrooms and you can call our customer care to order the same.
3. Devices should be operated at correct voltage range of 220V +/- 10v which will ensure its long-term usage and avoid any electrical damage to the unit.
4. Devices should be properly handled as per the instructions provided on the user manual and also guidelines of correct and fair usage should be always adopted to ensure long term efficient working of the equipment.
5. Any doubts regarding the equipment usage can be communicated over phone / WhatsApp / email to the customer care details provided on the invoice.
6. Kindly ensure that water used for humidification purpose on oxygen concentrators / pap devices like Auto CPAP, BiPAP & TVAPS should be free from salt content and should be at normal room temperature.
7. Do not overfill the water on the humidifier tank of the Auto CPAP, BiPAP & TVAPS / oxygen concentrators as it will cause water damage to the device.
8. Do not pour water to the humidifier tub of the Auto CPAP, BiPAP & TVAPS / to the humidifier bottle of the oxygen concentrators by tilting device as it will cause moisture trap thereby leading to water damage.
9. Do not add water to any electrical circuit / directly to the humidifier heating contact points as it will damage the electrical circuit.
10. Always transport the devices only after removing / emptying & drying water from humidifier bottle of the oxygen concentrators & removing / emptying and drying the humidifier tub of the Auto CPAP, BiPAP & TVAPS.
11. Before transport, make sure that compressor tag /magic tape of the oxygen concentrators (for models which have) are completely tied as it will help to secure the compressor in place during transit. After reaching your destination and before usage, remember to loosen the tag / magic tape and start using the device. If the machine is operated with compressor tag / magic tape it will damage the compressors operation.
12. Make no changes to the power cord / cables / power adapters / transformers / chargers provided as it will cause improper voltage supply to the device. In situations where you require more length, use a power extension box of good quality and plug the power cable of the equipment to the extension box.
13. Always use the oxygen concentrators on the upright position with wheels on the ground and do not place the oxygen concentrators on table / tilted positions. Replace nasal prongs / cannulas at frequent interval in order to avoid moisture accumulation on the prongs.
14. If you plan to keep the oxygen concentrator idle for a long term, kindly at least switch the device on and run it every weekend for 3 to 4 hours which will help maintain oxygen production at best efficiency to avoid moisture trap / accumulation in sieve membrane.
15. Manufacturer warranty is provided and it is a serviceable warranty and not a performance warranty as performance depends upon fair and correct usage of devices at correct environment and usage scenarios as prescribed in the user manual along with terms and conditions mentioned herewith.
16. When using oxygen concentrator, mandatory breaks are required as per the model purchased. For 5 and 10 lpm oxygen concentrators which are more than 10 kgs in weight, you are required to give a rest to device for 30 minutes time after continuous usage of 8 hours. For small lightweight oxygen concentrators of less than 10 kgs, rest of 30 minutes is required after 4 hours of continuous usage to enable long term life of the compressors. This will enable to avoid over heating of the compressors and improve overall device health.
17. Keep all accessories safe as it will help you at the time of need. Do not misplace the nebulizer nut of the oxygen concentrator or important components like fuse, etc. as they will be required for the functioning of the oxygen concentrators.
18. Do not use stabilizers designed for other equipment like treadmill or heavy boost stabilizers like the ones used for AC & heavy power consuming devices. Kindly use a medical grade stabilizer of 1.5 KVA for 5 LPM Oxygen concentrators & 2.5 KVA for 10 LPM Oxygen Concentrators.
19. Do not power off the direct main supply to oxygen concentrators / Auto CPAP, BiPAP & TVAPS when it is on running status. Always properly stop the device by using the power off button / stop button to bring the equipment to idle status and then switch off the mains.
20. While using Auto CPAP, BiPAP & TVAPS, when you plan to remove the memory card for report generation purpose, kindly make note to stop using the device by pressing the start / stop button and bring it to standby screen. Then switch off the main supply and make sure device is in fully off condition. Only then remove the memory card, copy the files and also reinsert memory card in the completely off state and then switch on the mains and allow some time for device to detect memory card.
21. Also be careful to re insert memory card in correct position as marked on the device as wrong insertion will damage the board of the device and memory card holder circuit as well.
22. Do not carry the Auto CPAP, BiPAP & TVAPS / oxygen concentrators when it is switched on and running status by lifting / tilting / moving from one place to another. Always switch off and then carry the devices as these devices are equipped with compressors / turbines and running motors / compressors / turbines when tilted will cause damage to the performance.
23. There is a maximum mark printed on the humidifier bottle of the oxygen concentrator and also on the humidifier tub of the pap devices. Only fill half the water in humidifier bottle of concentrator below the max mark and also same way on the Auto CPAP, BiPAP & TVAPS humidifier, so that water spillage due to displacement of water can be avoided
24. When using devices at extreme climatic conditions / along with air conditioning system, make sure to daily remove water droplets accumulated in the pap devices tubing / nasal prongs of the oxygen concentrator / any tubing material / mask interfaces / masks and then re attach them once dried.
25. Periodical cleaning / dusting / replacement of air filters will ensure proper functioning of the oxygen concentrator and pap devices. When choked with dirt, it will lead to machine malfunction causing damage to compressor leading to performance degradation of the equipment.
26. All these common man-made mistakes when avoided will lead to better performance and long-term life of the devices since warranty will cover only manufacturing defects and not a performance warranty as performance depends solely on the correct usage patterns as advised above by eliminating the mistakes during working operation, idle storage and maintenance of the device.
27. Though such Man-made mistakes as listed on the above points / accidental damages / water damage / electrical damage, etc. during the warranty period can also be serviced but will be exempted from the free services and will be charged as a Paid service.
28. Consumables, disposables and additional accessories which are removable parts appearing outside the cabinet of the main unit of oxygen concentrators such as nasal prongs, humidifier bottle, nebulizer nut, flow meter knob, fuse, castor wheels, silicone tubes, connecting tubes, filter enclosures, filters of the oxygen concentrators will not be covered under warranty and should be replaced at cost by purchase when lost or damaged. Consumables, disposables and additional accessories which are removable parts appearing outside the cabinet of the main units of Auto CPAP, BiPAP & TVAPS such as memory card, humidifier chamber, humidifier tub, humidifier, rotating knobs, tubing, masks, connectors, couplers, power adapter, power transformer, power cord will not be covered under warranty and should be replaced at cost by purchase when lost or damaged.
29. Customer Support Number - +91-7397449991, Customer Support Email – cc.entrusted@gmail.com. All the communication in regard with service requests, warranty claims, queries, etc., should be addressed on the above-mentioned customer care number & email id which only will be treated as an official communication. The turnaround time against any service call would be 24 to 48 Hours after communicated over the Customer Support Number / Customer Support Email provided. Any minor settings change, filter cleanings, humidifier cleanings, etc. will be attended and guided over video call. However, for any major services, the machines should be brought to the concerned state headquarters service center / our nearest service center.
30. I / We read and understood the Terms & Conditions of Sale / Warranty & User Manual given to me / us as hard copies and or published in www.entrusted.in