

MEDICO WARRANTY TERMS & CONDITIONS

All Medico products must be purchased from an authorised Medico retailer in Singapore. Please keep your proof of purchase to validate your warranty.

All Medico devices are warranted to be free of manufacturing defects (for the periods outlined below) from the date of purchase. This warranty is void if the product is modified or altered, is subject to misuse or abuse, damaged in transit or lack of responsible care, is dropped, if damage occurs by reason of failure to follow the written instruction manual, or if product repairs are carried out without authority from Medico's distributor.

Product	Warranty Period [^]
Electronic Blood Pressure Monitors	2 Years*
Blood Glucose Monitors	1 Year (2 Years when registered online)
Ventilators (BiPAP/APAP)	1 Years (2 Years when registered online)
Oxygen Concentrators	1 Year (2 Years when registered online)
Nebulizers	1 Year (2 years when registered online)
Thermometers	1 Year (2 Years when registered online)
Accessories	1 Month

*All Medico Blood Pressure Monitors will automatically receive 2 years warranty. We recommend you register your warranty online [here](#). If they were registered online within the first two years from date of purchase, the device will be eligible for an extra 3 years warranty and will have a total of 5 years warranty.

All Other Medico Devices[^] are automatically be covered by a 1 year warranty. Register your Medico device online [here](#) to receive an extra 1 year warranty. Your device will have a total of 2 years warranty once registered online. The product must be registered within the first year from date of purchase.

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.

[^]Please note: The 2 years extended warranty are NOT applicable to accessories (consumables and spare parts).

These products still include a 1 month warranty and can be registered online, but they are NOT eligible for the extended warranty.

We will repair, or at our option replace free of charge, any parts necessary to correct material or workmanship, or replace the entire unit 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. The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product, which the consumer has under the trade practices act and other state or territory laws in Singapore.

Our goods come with guarantees that cannot be excluded under Singapore 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.

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

- In your instruction manual, read the troubleshooting section and the section describing common errors, their cause and remedies.
- Contact Medico's 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.

YOU MAY CONTACT US AT:

OFFICE	MOBILE
+65 6816 8984	+65 8020 3676

Sending in your unit for service

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

MEDICO PTE LTD
27 New Industrial Road
Novelty Techpoint
#03-03
Singapore 536212

5. The warranty is not transferable, negotiable or assignable to any third party.
6. If a warranty claim is made within the warranty period, the device will be checked, repaired and returned to you at no cost. If the device is outside of the warranty period, the cost of repairing the device will be detailed to you before the commencement of the repair. This will be detailed in a quote and sent to you seeking authorisation to commence repair.