

# Servicing, Warranty and Repair Policy

## **Warranty Periods**

### **24 Month Warranty Period**

COVVI offers a **24-month manufacturer's warranty** for the hand and a **3-month manufacturer's warranty** for the glove. Both warranties commence from the date of invoice. If no Extended Warranty is purchased, all COVVI warranty obligations will cease upon expiry of the manufacturer's warranty.

### **Optional Extended Warranty**

COVVI offers two extended warranty options for the hand:

- An additional **1-year extension** (36 months total coverage)
- An additional **3-year extension** (60 months total coverage)

Extended warranties must be purchased at the time of hand purchase and incur an additional cost.

### **Other Products**

The warranty period for the Battery Kit (for example COVPS-1600) and Wrist Kit (CWAKT-45, Lamination Ring, Coaxial and Coupling) is one (1) year.

The warranty period for the Sales Demonstration Units (SDU) is one (1) year.

All distributors/clinicians are responsible for warranty administration.

## **Annual Service**

A complimentary annual service is included with the COVVI hand for every year the product warranty is active, though the service is optional and does not affect warranty validity if not returned. During each service, all features and functions undergo full incoming and outgoing inspections, necessary software or technical updates are applied, and the device is cleaned. If experts determine a repair is needed, it can be completed as part of the maintenance provided it complies with the warranty provisions.

Sales made through COVVI UK must be returned to COVVI Ltd, Direct House, 4 Quayside Business Park, Hunslet, Leeds, West Yorkshire, LS10 1DJ for service. Sales made through COVVI USA must be returned to COVVI USA INC. 8626 Tesoro Drive, Suite 820, San Antonio, Texas, 78217, USA for service.

To request a service, contact [customerservice@covvi.com](mailto:customerservice@covvi.com).

## **Warranty Provisions**

Products manufactured by COVVI that are still within the warranty period will be repaired or, when necessary, replaced at no cost, provided they have been used in accordance with the technical manual. Repairs will be prioritised over replacements where possible. If any manufacturing or workmanship defects are identified, the affected parts will be replaced free of charge, and the warranty holder will be notified of all defects covered and not covered under the warranty.

Upon receipt of the product, COVVI will conduct a full repair assessment which includes inspecting the functionality and cleaning the product.

## **COVVI**

COVVI House, 4 Quayside Business Park, George Mann Road, Leeds, LS10 1DJ  
Switchboard: **0203 9499 500** Fax: **0844 544 8101** Website: [www.covvi.com](http://www.covvi.com)

If a hand is submitted for warranty repair but the associated glove is out of warranty, any damaged gloves will be replaced at cost. A purchase order (PO) will be required for this replacement, and repair work will not commence until the PO has been received.

When returning a product for repair, the customer is responsible for the shipping costs to COVVI Ltd. or COVVI USA Inc. COVVI will cover the return shipping costs to the customer. The CPC code 51 00 0000 must be used when returning customer hands to COVVI Ltd. or COVVI USA Inc. Contact [customerservice@covvi.com](mailto:customerservice@covvi.com) for any additional shipping advice.

### **Warranty Exclusions**

- Any intentional damage or neglect.
- Any alterations or attempted repairs without written consent from the Supplier.
- Any damage or defects arisen due to not following the safety precautions as stated in the Instructions for Use and Technical Manual.
- Any damage or defects arisen due to improper installation.
- Any damage or defects arisen due to using the Hands with incompatible products.
- Any damage or defects arisen due to using, transporting or storing the Hands outside of the parameters as stated in the Environmental Conditions section of the Instructions for Use and Technical Manual.
- Any damage or defects arisen due to any illegal activities involving the Hands.
- Any damage or defects arisen due to accidents operating a motor vehicle using the Hands.
- Any damage or defects due to use by anyone other than the owner.

Once a defect is reported, the customer should stop using the product to avoid causing any further damage. If the product is within warranty and found to have a manufacturing or workmanship defect, the relevant parts will be replaced at no cost.

The warranty holder will be notified of any defects that are both covered and not covered under warranty.

### **Reporting Issues**

Should you encounter an issue with a COVVI product, please use the troubleshooting tool [COVVI SUPPORT HELPDESK](#) on the COVVI website or alternatively contact [customerservice@covvi.com](mailto:customerservice@covvi.com) directly within 7 days of discovering the issue. Ensuring that any issues are reported helps maintain the highest standards of safety and compliance.

### **Loan Hands**

A loan hand may be provided subject to availability while servicing or repairs are undertaken. A signed loan agreement must be in place before the loan hand is shipped.

To request a loan hand, please contact [customerservice@covvi.com](mailto:customerservice@covvi.com). Specific sizes or colours cannot be guaranteed; however, a suitable alternative will be provided where possible. Please note: Priority for allocating matching loan devices will be given to hands that are under warranty at the time of the claim request. Should a loan hand be required, for hands that are out of warranty, this will be charged at £250 per week.

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The loan hand must be returned using the original packaging in which it was supplied. COVVI reserves the right to apply a charge if the packaging is not returned or is returned damaged.

COVVI Ltd. and COVVI USA Inc. will cover shipping costs to the customer; the customer is responsible for return shipping costs.

### **COVVI Glove/Glove Kit**

The COVVI hand must only be used with the glove fitted, which is supplied by COVVI Ltd. or COVVI USA INC. Any removal of the glove/use of an alternative glove, whether instead of or additional to the COVVI glove, will immediately void any active warranty on the device, including where an extended warranty has been purchased. All clinicians should have a documented training certificate from COVVI Ltd or COVVI USA INC before they fit the glove kit. All training requests should be submitted through the COVVI website.

### **Warranty for Third-Party Products**

COVVI cannot accept responsibility for any damage or loss related to components or sockets produced by third parties. For any third-party products not manufactured by COVVI, the applicable warranty terms will adhere to the respective manufacturer's policy.

Replacements for such products will not be issued directly by COVVI; all decisions regarding these matters rest with the third-party manufacturer. If there is an issue with a third-party product, please contact [customerservice@covvi.com](mailto:customerservice@covvi.com).

### **Out of Warranty**

If a COVVI product develops a fault after the warranty period has expired, please contact customer service and arrange for it to be returned to COVVI Ltd. or COVVI USA Inc. for investigation. An assessment fee will apply for inspection.

For products outside of warranty, COVVI will conduct an evaluation and provide a quotation for repair parts and labour. Once the repair estimate has been sent, customers have **60 days** to approve. If no response is received within 60 days, COVVI reserves the right to return the product to the customer. Repairs will only commence once approval has been granted, and a PO is received.

COVVI cannot provide cost estimates for repairs on products that have not been physically assessed. All repaired components carry a 6-month warranty.

### **Supporting Documentation**

Please follow this policy adjacent to the Tech Manual and IFUs.

*This policy will be reviewed on an annual basis. The latest version is always available for download on our website. This policy is effective from December 2025.*

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