

# **Servicing and Warranty Repair Policy**

#### Annual Service

A complementary service is included for the COVVI hand for each year the warranty is active, however this is not mandatory. There is no penalty for missing an annual service and the warranty will remain valid.

A replacement core glove is included as part of the annual service, but any cosmetic gloves will be chargeable. Devices must be returned to COVVI Ltd, Direct House, 4 Quayside Business Park, Hunslet, Leeds, West Yorkshire, LS10 1DJ.

There is no service interval for the Battery Kit, Electrodes or Wrist Kit components.

## Warranty Start Date

The COVVI Ltd. and COVVI USA INC warranty begins from the date of the sales invoice by COVVI Ltd. and COVVI USA INC.

# Eligible Components for Maintenance and Repair

Only products manufactured by COVVI Ltd. and COVVI USA INC may be returned if in their warranty period. We are unable to accept responsibility for any damage or loss associated with any componentry or sockets manufactured by third parties.

#### Loan Hands

Replacement hands can be requested, subject to availability. A replacement COVVI hand can be shipped to the respective clinical service for temporary use whilst the patient's terminal device undergoes the necessary routine servicing or essential maintenance. A loan agreement must be signed prior to shipping a replacement hand.

To obtain a replacement unit during repairs, please contact your COVVI Sales Representative or Customer Services. We are unable to guarantee the same size or colour will be available, therefore a reasonable alternative will be suggested.

The replacement hand must be returned in the same packaging as it is received. COVVI Ltd. and COVVI USA INC are responsible for shipping costs to the customer, and the customer shall pay return shipping costs to COVVI Ltd. and COVVI USA INC.

### 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 receive training from COVVI Ltd or COVVI USA INC qualified personnel before they fit the glove kit.

### Warranty Length

The Standard Manufacturer warranty for a COVVI hand is two (2) years. This can be extended for up to a maximum of five (5) years through the purchase of an extended warranty at the time of the COVVI hand purchase.

#### COVVI



The warranty period for the COVVI Glove is three (3) months.

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

The warranty period for the electrode kits is as per the Steeper warranty which is one (1) year for all associated componentry.

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

All distributors are responsible for warranty administration.

### Included in Warranty

COVVI Ltd. and COVVI USA INC products under warranty will be repaired or replaced (at COVVI's discretion) at no charge. In the event of a defect, malfunction or other failure of the product during the warranty period COVVI Ltd. and COVVI USA INC shall remedy such failure or defect in a timely manner.

Determination of the damages or defects to be covered under the warranty shall be made by COVVI Ltd. and COVVI USA INC.

If the hand comes in for warranty repair but the glove is out of warranty, all damaged gloves will be replaced at cost and a PO will be requested for this order.

Any upgrades will be included as part of the Service/Repair process.

# **Out of Warranty**

All hands must be returned to COVVI Ltd. and COVVI USA INC for an out of warranty repair and will undergo a full investigation. A repair report including costs will be emailed to the clinic for approval. Once approval has been authorised, the repair will commence. We are unable to provide estimated costs of repairs for hands that are not returned to us for an investigation.

#### What does the warranty exclude?

- Use, fabrication or installation of associated components and the COVVI hand outside of COVVI's recommendations.
- Ancillary products not manufactured by COVVI Ltd. and COVVI USA INC.
- Damage caused by neglect, misuse or improper operation.
- Damage due to accident, fire, water, vandalism, unsuitable environmental conditions, or parts not approved or recommended by COVVI Ltd. and COVVI USA INC.
- Modifications to the product which occur except by mutual consent of the parties in writing.
- Operation beyond capacity, parts damaged by improper installation, substitution or parts not approved by COVVI Ltd. and COVVI USA INC, or any other alteration or repair by others that, in COVVI's judgment, materially or adversely affects the product or part.

Damage not covered under warranty include, but not limited to:

- Accidental damage
- Impact damage beyond normal use

#### COVVI



- Deliberate misuse
- Use of product in a way that contravenes contraindications and/or Safety Precautions
- Damage due to storing outside of environmental conditions

# Limited Liability as per COVVI Tech Manual

To the fullest extent permitted by law COVVI Ltd. and COVVI USA INC and its affiliates, directors, officers, employees, partners, contractors, or agents will not be liable for any losses or damages whether direct, indirect, incidental, special, punitive, or consequential resulting from the use of the COVVI hand and associated products, irrespective of whether the Clinician or User has been advised or otherwise might have anticipated the possibility of such loss or damage.

COVVI Ltd. and COVVI USA INC and its affiliates, directors, officers, employees, partners, contractors, or agents shall not be responsible for strikes, labour slowdowns, war, terrorism, riots, severe weather conditions, natural disasters, acts of God or any other forces beyond the reasonable control of COVVI Ltd. and COVVI USA INC which may result in direct, indirect, incidental, special, punitive, or consequential losses or damage

# Examples of inappropriate use

Your COVVI hand is not designed to be used for activities that involve significant vibration, impact, or force to the hand. If you use your COVVI hand while doing the following activities, you may invalidate the warranty.

The product should initially be fitted by your Certified Clinician or Technician.

- Do NOT use the product without the integrated glove as it protects the product from water ingress and other foreign bodies, which could damage the internal components and cause the product to fail.
- Do NOT disassemble the product.
- Do NOT attempt to remove the glove from the product unless you have received training by a COVVI representative and received a certificate. NO other disassembly can be performed.
- Do NOT use any other glove from any other manufacturer. Only gloves sold by COVVI Ltd. and COVVI USA INC are compatible with the product.
- Do NOT attempt to use the product while the batteries are charging. When the batteries are charging, the power will automatically turn off. If for any reason the power does not turn off while charging, using the product can be potentially unsafe.
- Should the fingers and/or thumb move without an input, stop using the product immediately and contact your clinician.
- Do NOT use the product if a failure occurs, as it could cause damage to yourself or others.
- Individuals who are exposed to hazardous environments that contain flammable liquid or gas should NOT operate the product when in those environments.
- Do NOT subject the product to intentional excessive impacts.
- Do NOT submerge the product in water.
- Do NOT expose the product to an open flame.

#### COVVI

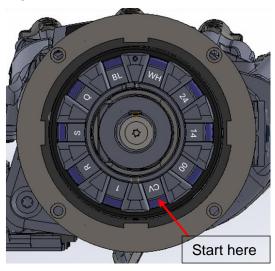


- Do NOT use the product to operate a firearm.
- Do NOT expose the product to chemicals such as solvents, acids, alkalis, corrosive substances, detergents, and similar chemicals as this could damage the components in the product.

#### Serial Numbers

The Serial Number of the COVVI hand can be found on the underside of the EQD:

E.g. The EQD shown has serial number: CV1RSQBLWH241400



The Serial Number of the COVPS can be found on the box label:

E.g. The Label for the COVPS-1600 Serial number is 00090 & 10191

E.g. The Label for the COVPS-2600 Serial number is 20211 & 00117



The product serial numbers (Control Panel & Battery) can be found on the underside of the individual products.

#### COVVI



# Returns, Adjustments and Credits Policy

- · Customers to immediately inspect orders upon receipt.
- · Confirm return address via email.
- COVVI Customer Service to inspect all products immediately upon receipt for damage in shipping or missing products.
- Get in touch with Customer Service via email or phone within 5 working days in the event of errors or faults – COVVI Ltd. and COVVI USA INC are not liable for any delay in relaying the information or shipping the product for repair.
- Prior approval must be obtained from Customer Service before products may be returned.
- Customer must provide original purchase order number and reason for return by completing the COVVI return form which is available from the website – www.covvi.com.
- If a purchased COVVI product is returned within 14 days from the date of receipt from shipping, then this should be returned in an unused, unopened and resalable condition. Should this not be the case, then a deductible penalty may be incurred.
- After 14 days, but within 3 months, if a request to return the product/s is received, a deductible penalty will be incurred.
- All returned products must be unused and in the original packaging.
- From 3 months after the date of the receipt of shipment, should a return request be received, there
  would be no obligation for COVVI Ltd. or COVVI USA INC to accept the return of this product,
  issue a full refund or provide credit.

If a product is returned in a damaged condition the product will be inspected to see if the damages are under warranty or not

The returns policy will only apply to products manufactured by COVVI Ltd. and COVVI USA INC and does not apply to products distributed by COVVI Ltd. and COVVI USA INC. For the products we distribute we should abide by the warranty and returns policy put in place by the manufacturer of those products.

#### General Disclaimers

- The customer is responsible for shipping costs to COVVI Ltd. and COVVI USA INC, and COVVI Ltd. and COVVI USA INC shall cover return shipping costs to the customer.
- User should consult with their health care provider immediately if user experiences any kind of adverse medical reaction following use of this product.
- User should consult with their health care professional with any questions as to how this product applies to user's specific medical condition.
- This warranty excludes liability for any personal injury, property damage, or special, incidental, or consequential damages arising out of, related, or incident to use the product, even if COVVI Ltd. and COVVI USA INC has been advised of the possibility of such potential loss or damage, unless state law otherwise precludes this exclusion.
- Do not use your COVVI hand to operate firearms.
- Your COVVI hand must be installed by a trained and certified clinician.

#### COVVI



- Contact your clinician if something is wrong with your product.
- Do not try to repair or modify the hand yourself.
- Do not rely solely on your COVVI hand to support your weight, or as the primary means to prevent a fall.
- We do not give any other warranty or guarantee.

# Safety Precautions (as listed Instructions for Use)

- The product was designed and manufactured for everyday use and is NOT suitable for extreme activities or sports. These include, but are not limited to:
  - operating a firearm, base jumping, sky diving, downhill/endurance mountain biking, motocross, rock climbing, abseiling, bouldering and power lifting. Any sport that would involve the product being submerged in a liquid must be avoided. These include, but are not limited to: diving, swimming, snorkelling, surfing, kayaking and canoeing.
- Before operating a vehicle with the product, local regulations should be checked, and insurance companies must be notified. We recommend that the product is fully charged. In the event of an accident occurring while operating a vehicle with any COVVI product, COVVI Ltd. and COVVI USA INC shall not be liable under any circumstances.
- Avoid remaining in the vicinity of visible strong magnetic or electrical interference, such as theft prevention systems.
- Maintain extra caution when handling sharp objects.

COVVI Ltd. and COVVI USA INC have the right to void the warranty of all products that have any type of modification or damage caused by any unauthorised or untrained personnel.

#### COVVI