



Where Care Meets Tech

# A Customer Guide to SSG Warranties

# Warranty Summary

		Warranty period	Equipment included	Site attendance included
<b>'Current' Products and systems</b>	Equipment	12 months	✓	
	Installation and Commission	2 years	✓	✓
<b>Modifications to 'legacy' Products and Systems</b>	Equipment	12 months	✓	
	Installation and Commission	12 months	✓	✓
<b>In-House Repairs</b>		6 months	✓	
<b>Spare Parts</b>		12 months	✓	
<b>Nurse Call Hand Units</b>		5 years	✓	

## When does my warranty start?

Your warranty will start on the date shown on your commissioning certificate.

For products sold separately, such as patient hand units, your warranty will start from the date of manufacture (*this is printed on the product*).

## How do I know if my product is 'Current' or 'Legacy'?

This distinction is important to know as it determines the level of support available to you. A legacy product is an older generation of product, and we can no longer support all the parts included. Your contract documentation will state if you have a current or legacy product.

## What is included and not included in the warranty?

Parts that have failed in normal usage can be returned to us for a replacement. Parts that have been damaged, either accidentally or maliciously, are not covered by the warranty.

## Where do I return faulty parts?

Faulty parts items should be returned to the following address with a Declaration of Decontamination (*available on our website*).

### Repairs Team

Heath Mill Road, Wombourne, Staffordshire, WV5 8AN, UK

### Static Systems Group Ltd

Heath Mill Road, Wombourne, Staffordshire, WV5 8AN, UK

+44 (0) 1902 895 551

[www.staticsystems.co.uk](http://www.staticsystems.co.uk)



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