

Product Warranty

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**We want you to
have the best possible experience with our products, so we offer a
warranty on all of our Oscar Furniture chair components - provided all care guidelines
have been followed.**

Usage and Care Guidelines

- Standard Lift Chairs have a 130kg weight capacity.
- The occupant **MUST** ease themselves into the chair in the raised position.
- Slumping in to the chair can damage the mechanism and motor.
- Do not place anything over power cords, pass ANY cords through the chair, or drag the chair by the power cord.
- Do not allow children to play on this mechanised furniture.
- The handset is not fully waterproof. For cleaning it can be wiped over with a damp cloth. Do not submerge in liquid.
- When lowering the chair, ensure that children and pets are free of the mechanism.
- Proof of purchase

All Oscar Chairs are fitted with a compliance card on the rear bottom rail. All cards have a unique ID number called the "SO" number. Warranty is voided if this card is removed.

Specifications

The supply voltage is 240 volts AC, 50Hz. A transformer external to the motor reduces the voltage entering the chair to 24 volts DC. Both motors and the hand control operate at 24 volts DC.

Maintenance

The motors are maintenance free. They are protected by thermal overloads and will stop automatically if operated excessively. If the motors stop after over-use, wait until the motors have cooled before further use.

Battery Backup

This lift chair mechanism has a battery backup capability fitted with two 9 volt batteries. In the event of a power failure the chair will automatically switch to the emergency backup. The purpose of the emergency backup is NOT for continual use in an outage. It is intended for a single use only. Fully rechargeable batteries are also available as an optional extra.

Warranty Timeframes

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| Motor & Mechanism | 2-year warranty on the motor, hand-control, and Okin electrical systems. 1-year warranty on Li-iron full battery backup (optional extra). Where practical, it is the responsibility of the store/distributor to fit replacement parts to the defective chair to minimise repairs times for the end user. |
| Foam & Frame | 5-year warranty on material and workmanship, excluding general wear and tear. |
| Fabric | 2-year warranty on the VersoTela fabric range when the fabric care labels have been followed. Other warranties may apply for fabrics sourced from other suppliers, however if you choose to use an external fabric supplier - Oscar Furniture is not responsible for pursuing the warranty claim. |

Warranty Terms

- All warranties apply from the date of sale.
- All warranty claims must be made with the store of purchase. It is the store/distributors responsibility to liaise with Oscar Furniture for warranty claims.
- If the chair requires shipping back to Oscar Furniture for assessment, the distributor is to cover the freight cost, which will be reimbursed if Oscar Furniture detects a fault covered under warranty.
- If you choose to use a fabric outside of the VersoTela range, Oscar Furniture is not responsible for faults relating to fabric (except for issues relating to workmanship).

Warranty claims will not be fulfilled under the following circumstances:

- Minor variations in the quality of a product which does not affect the product's value of fitness for its intended purpose.
- Faults resulting from improper use as outlined in the usage and care guidelines.
- Faults due to wear and tear.
- Any modification made to an Oscar Furniture product by the consumer or a third party without prior written approval from Oscar Furniture to the nature and extent of the modification.