

1. Warranty and scope

LINAK[®] provides a limited warranty (the “Warranty”) for its MEDLINE[®] and CARELINE[®] products (the “Product”) against defects, as outlined below:

LINAK warrants that the Product will conform to the specifications and be free from defects in material and workmanship at the time of delivery. If Product does not comply herewith, such non-compliance or defect shall be referred to as a “Defect”.

Any warranty claims must be submitted in writing to LINAK within 60 months from the LINAK production date. This also applies to the batteries “BA22” and “BAL50” conditions listed in the Product data sheet. For all other batteries, warranty claims must be made in writing within 12 months from the LINAK production date. These periods are collectively referred to as the “Warranty Periods” and are calculated from the LINAK production date, as indicated on the Product label.

Any defect, error, or malfunction in a Product that arises solely from its use in conjunction with third-party hardware or software shall not be regarded as a Defect covered by this Warranty.

The Warranty is void in the following cases:

1. The Product has been used and maintained incorrectly or has been tampered with.
2. The Product has been subjected to violent treatment.
3. The Product has been repaired by a non-LINAK-authorized service or repair centre.
4. The Product has been subjected to alterations or modifications other than those made by LINAK or specifically accepted by LINAK in writing.
5. The Product has been used in non-MEDLINE & CARELINE applications.
MEDLINE & CARELINE applications include:

- Activity chairs (for people with disabilities)
- Autopsy tables
- Barber and beauty chairs
- Bathtub lifts (entire bathtub)
- Care tables (spa and massage)
- C-arm (for x-ray scanner)
- Ceiling lifts (for patients)
- Decontaminators/sterilisation
- Diaper tables
- Examination and treatment tables and couches (including chiropractors)
- Fitness equipment
- Homecare beds
- Hospital and nursing beds
- Incubators
- Kitchen applications (for people with disabilities)
- Lifts (wheelchairs and stairs)
- Medical and nursing chairs (including dental, gynaecology, care and treatment, shower and toilet, stand assistant, and surgery)
- Medical carts
- Medical pendants (operation lights)
- Ophthalmic equipment
- Patient lifts
- Physical therapy equipment
- Pool and bath lifts
- Power-assisted bed movers
- Recline and raise chairs (for elderly people and people with disabilities)
- Scooters (seat lift)
- Shower trolleys
- Sink adjustments
- Stand tall walkers (stand/walk assistance and rehabilitation)
- Stretchers
- Surgery tables and chairs
- Toilet lifts
- Trolleys for surgical instruments
- Wheelchairs (manual and powered)
- X-ray lifts
- X-ray tables

2. Warranty claims

If you discover defects, you must notify LINAK in writing without undue delay and within the Warranty Period. The Product shall be returned to LINAK or any other address designated by LINAK, with shipping and insurance costs prepaid by the sender.

If LINAK determines that the Product is Defect, and you have submitted a claim within the Warranty Period, LINAK will, at its sole discretion, replace, repair, or credit the Defect Product. If the Product is replaced or repaired by LINAK, LINAK will cover the shipping costs of the new or repaired Product to you.

Repairs under this Warranty will only be performed at LINAK locations.

LINAK will reimburse the shipping costs incurred in sending the Defect Product from your location to LINAK or another designated address, provided LINAK has approved the shipping method and costs in writing before the Product is sent.

If LINAK tests show that the returned Product is not Defect or that the Warranty is void, LINAK may return the Product to you at your cost and risk and may charge a fee for time, materials and costs used in testing the returned Product.

3. Miscellaneous

This Warranty is exclusive and supersedes all other warranties related to the Product, express or implied, including warranties of merchantability and fitness for a particular purpose, whether related to the Product or arising by law, custom, conduct, usage, or trade. This exclusion does not apply where warranties cannot be excluded under applicable law.

Except as addressed herein, and unless otherwise agreed, your purchase of the Products is subject to the LINAK Terms and Conditions of Sale and Delivery available on our website.

For technical inquiries, please consult the User Manual available on our website.

End-users of the Product should direct any claims and questions to the retailer or application manufacturer from whom they purchased their Product.

Version as of March 2026