



## Vitacare Mattress (5 Year Limited) Warranty

**Vitacare Mattresses** - are warranted for 5 years from the date of purchase (excluding Bariatric Mattresses). This is a limited warranty against structural defects pertaining to the craftsmanship of the mattress under normal use and care.

**Recovery 5 Covers** - are warranted for 1 year from the date of purchase. This is a limited warranty against structural defects pertaining to the craftsmanship of the cover under normal use and care. It is highly recommended to change your cover if it no longer prevents fluids from penetrating through to the foam surface due to rips, cuts, cleaning damage etc.

### **Year 1**

- Full repair or replacement

### **Year 2**

- 40% of distributor/dealer cost applied to the purchase of replacement mattress

### **Year 3**

- 30% of distributor/dealer cost applied to the purchase of replacement mattress

### **Year 4**

- 20% of distributor/dealer cost applied to the purchase of replacement mattress

### **Year 5**

- 10% of distributor/dealer cost applied to the purchase of replacement mattress

The following information is required to start the warranty claim process;

1. Submit picture of problem area with cover **on**
2. Submit picture of problem area with cover **off**
3. Submit picture of date stamp on the foam mattress, ( located under the cover, close to the zipper)
4. Describe the type of bed the mattress is on: wire spring deck, flat steel deck, other type
5. If there is a noticeable indent please place a straight edge over the top of the area and use a vertical ruler or tape measure to indicate depth. Measurement can only be taken after the client has been out of bed for a minimum 30 to 60 minutes
6. Copy of our original invoice
7. Patient details i.e. patient weight, length of time in bed daily, incontinent level, etc

**IMPORTANT:** Small compressions are normal on the surface of any foam mattress as the surface takes on the many different contours of each patient's body and is considered normal wear and tear. This does not constitute a manufacturing fault. On polyurethane foam mattresses, up to 1.25" compression is considered acceptable under normal usage with a proper support deck. It is *recommended* to rotate the upper foam section that meets up with the ROHO Mattress Section on the V4 Mattress every 3-4 months.

All warranties will be void if the product has been: altered, improperly maintained, abused or if the patient exceeds suggested weight capacity. In addition, if any liquids (bodily fluids, urine, water, cleaners etc) have contaminated the foam surface as a result of a damaged, cut or worn out incontinent mattress cover, the warranty will be void. It is highly recommended to add a supportive base when using a spring wire deck to provide stability, support and to prevent premature breakdown of the mattress. Warranty may be void if this protection is not provided.

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[www.vitacaremedical.com](http://www.vitacaremedical.com)