

# tCentric Hybrid™ and airCentric™ 2 & 2S warranty

## 12 years, 3 shifts, labour included

Our warranty covers everything – including casters, pneumatic cylinders, arms, foam and all moving mechanisms.

At ergoCentric, we are committed to improving the health and productivity of your valued employees at the lowest total cost of ownership.

All tCentric Hybrid, airCentric 2 and airCentric 2S seating are backed by our 12-year, 3 shift warranty, except as limited or described below.

## ergoCentric materials

### 10 years

ergoCentric Approved fabrics (see page 98). (exceptions covered under 12-year warranty include: tCentric Hybrid mesh)

## Other manufacturers' products

ergoCentric does not warrant customer's own fabrics but will pass through to the original purchaser any warranty supplied by the fabric manufacturers to the extent possible.



## Provisions that apply to all tCentric Hybrid, airCentric 2 and airCentric 2S seating and services:

ergoCentric® warrants the tCentric Hybrid, airCentric 2 and airCentric 2S seating to be free from defects in material and workmanship, regardless of the number of shifts during which the products are used, for the warranty periods specified above for users weighing up to 350 pounds. The tCentric Hybrid, airCentric 2 and airCentric 2S Counter Height is warranted for 280 pounds and 24/7 use.

During the applicable warranty period, ergoCentric, as its sole obligation, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty, which fails under normal use as a result of a defect in material or workmanship. ergoCentric will repair or replace the aforementioned product, part, or component with a comparable product, part, or component.

This warranty extends only to the original purchasers who acquire new product from ergoCentric, its subsidiaries, or its authorized resellers. Any product, part, or component must have been used according to ergoCentric's published instructions and installed and maintained by an ergoCentric factory-trained technician or an authorized ergoCentric dealer installer. If these requirements are met, warranty coverage will be extended. Any misuse, abuse, or modification to the original product voids the warranty. ergoCentric does not warrant the performance of the product when used in combination with other than original ergoCentric product.

Limited warranty only covers ergoCentric provided products, components, and related repair work performed by ergoCentric authorized dealers.

The warranty period starts from the date of purchase.

This document inclusively describes all of the warranties given and remedies available with respect to the company's products and services. ergoCentric and its subsidiaries disclaim any other warranty whether express or implied, statutory or otherwise, in relation to the products.

## ergoCentric does not warrant:

- **changes in surface finishes, including** colourfastness, due to aging, exposure to light or direct sunlight
- marks, scars, or wrinkles occurring naturally in leather
- failure resulting from normal wear and tear
- pilling of textiles
- matching of colours, grains, or textures of natural materials
- colourfastness or the matching of colours of **textiles or surface finishes, including an exact match** to cuttings, samples, or swatch cards
- damage or marking of materials or abrading of textiles over time caused by sharp or foreign objects
- discolouration of textiles and surface materials due to soiling, stains, or dye transfer from clothing, including denim

ergoCentric tests Customer 's Own Material (COM) and other customer-supplied items for manufacturing quality only and does not provide any warranty with regard to these materials.

ergoCentric does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

To the extent allowed by law, any implied warranties, including any warranty of merchantability or fitness for a particular purpose, are disclaimed and to the extent they are legally required, are limited in duration to the duration of this written warranty.

ergoCentric shall not be liable for loss of time, inconvenience, commercial loss, or incidental or consequential damages.

**Applies in US only:** Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in the two preceding paragraphs may not apply. This warranty gives the purchaser specific legal rights; however, the purchaser may also have other rights that may vary from state to state.

**Applies outside US:** Except as stated above, ergoCentric will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products, but nothing contained herein will or will be considered to exclude or restrict any liability on ergoCentric's part for death or personal injury resulting from negligence.



# Office lifetime warranty

ergoCentric Seating Systems hereby warrants all of its Office & Specialty Seating products (see separate tCentric Hybrid™ warranty) against defects and functional failure of materials including the pneumatic lift, for as long as the chair is in use by the original purchaser, with the following exceptions: the Mechanisms, arms, foam and fabrics part of the ergoCentric Approved fabrics program are warranted for ten years from the date of purchase. The iCentric™ Mesh backrest structure and iCentric Mesh upholstery is warranted for five years from the date of purchase. These warranties shall not apply to any products which must be replaced because of normal wear and tear, negligence, abuse or accident, shipping damage, or product use other than in accordance with written instructions and warnings. ergoCentric makes no warranty that any of its products are suitable for any particular purpose and makes no other warranties, expressed or implied, other than those set forth herein. In no event shall ergoCentric be liable in either tort or contract for any loss or direct, special, incidental, consequential or exemplary damages.

This warranty is based on an eight hour work day only for users weighing up to 300 lbs (136 kgs) for the following series: airCentric™, geoCentric™, myCentric™, eCentric™, eCentric Executive, ergoForce™, iCentric Stacker and for users weighing up to 280 lbs (127 kgs) for the following series: Saffron R, Saffron, ecoCentric™ Mesh, ecoCentric, ecoCentric II, ecoCentric III, iCentric, iCentric Mesh, Upholstered and 3-in-1 Sit Stands, Starbase, Scooter and ergo Saddle Stools.

**Plus Size, Heavy Duty, 24 Hour Seating, Bariatric** The mechanisms, arms, foam and fabric are warranted for five years from the date of purchase. The Plus Size seating warranty is valid for users weighing up to 350 lbs. The eCentric Executive Heavy-Duty seating warranty is valid for users weighing up to 400 lbs. For all 24-Hour seating, the warranty is valid for continuous use multi-shift operations for users weighing up to 300 lbs. The Bariatric Task chair warranty is valid for users weighing up to 500 lbs. The Bariatric Guest Chairs are warranted up to the following weights: 21" (350 lbs), 24" (450 lbs), 30" (750 lbs).

## Warranty claims

ergoCentric will repair or replace any product or materials, covered by this warranty, found to be defective or inferior within the warranted period. This warranty includes the cost of labor and shipping. Claims are to be made directly to ergoCentric or to the authorized dealer from whom the chairs were purchased. Product or materials for which a claim has been made, must be made available for inspection by an authorized ergoCentric representative.

## Limit of warranty

These manufacturer's warranties shall be valid only during the term of these warranties; and while the products herein warranted are in the possession of the original purchaser. The original purchaser shall mean the party which first purchased the products for its own use whether from ergoCentric or an authorized ergoCentric dealer.