

# The Adjustamatic Bed Base Guarantee

Subject to terms and conditions

In the unlikely event you feel your product has a manufacturing fault, please contact the retailer where you purchased the product. The guarantee is confined to the customer of the product only, and is only valid on presentation of this warranty card with invoice or original proof of purchase (receipt). Under the law, the Contract of Sale exists between the retailer/store and the consumer. If the guarantee conditions have been satisfied, the retailer will then liaise with us on your behalf. An inspection will be arranged at your convenience to determine if there is a fault. If the product in question has been discontinued, and cannot be repaired then we reserve the right to supply an equivalent alternative.

The Elan Adjustable bed base is automatically guaranteed for 2 years, and the Haddon Adjustable bed base for 1 year from date of purchase, with the option to extend to the Elan guarantee for 5 years and the Haddon guarantee for 3 years by completing the attached registration card and posting back to us within 3 months of purchasing your product. Over the period of the guarantee, repair or replacement or credit value of the adjustable bed base will be made as per the pro-rated value below. The consumer shall bear the difference of the new adjustable bed base value and the credit value or difference in repair cost if greater than the pro-rated value as follows:

Guarantee	Elan Adjustable Bed Base	Haddon Adjustable Bed Base
1 year	100%	100%
2 years	100%	50% (providing guarantee card has been returned by post as per stated term)
3 years	50% (providing guarantee card has been returned by post as per stated term)	10%
4 years	20%	
5 years	10%	

The adjustable bed base will be replaced, repaired or provided a pro-rated allowance, at our option, if it is defective due to faulty workmanship or materials, for up to Elan 5 years, Haddon 3 years from date of purchase, subject to the limitations described in this Guarantee. This Guarantee only covers the adjustable bed base only, it does not include any mattress or head board provided. We advise that the adjustable base is used with a suitable mattress specified by ourselves that has been tested to flex with the adjustable base. We are not responsible for damage to any mattress not specified by ourselves that could be deemed unsuitable for use on the bed base.

The Guarantee covers only manufacturing defects, which has been inspected and certified. It does not include normal wear and tear of the adjustable bed base fabric and upholstery and a normal decrease in slow recovery performance of motors.

This guarantee does not extend to:

- Normal wear and tear, or damage caused by accidental damage, abuse, misuse or negligence.
- Examples of misuse would include (but are not limited to): Subjecting the product to excessive wear and tear e.g. and force such as jumping up and down on the adjustable bed; using the bed on an uneven or unsuitable surface and overloading of the adjustable bed base with excessive weight beyond stated limits.
- Not using an appropriate mattress on the adjustable bed base.
- If the product is soiled, has become wet or is in an unsanitary condition.
- Accidental damage or misuse due to fluid ingress into the bed and its electrical components or controls.
- Misuse of cables and wiring such as cutting, over twisting and bending of cables and wires.
- Small manufacturing irregularities that do not effect the performance of the product.
- Misuse due to use of inappropriate cleaning products.
- Defects due to causes beyond our control like floods or fire.
- Body impression resulting in fabric shading is considered normal and does not constitute a manufacturing fault.
- Perceived level of comfort is largely subjective and is not covered by the guarantee.
- If the product has been purchased online, and the complaint is due to the feel of the bed base.
- If the adjustable bed base has not been serviced, maintained, repaired, taken apart or tampered with by any person not authorised by us.
- For the guarantee the Adjustable bed base must have been correctly installed and used only on the electricity supply stated on the rating.
- Have been used for normal domestic purposes only, and in accordance with our operating instructions.

In the event of a dispute we may request a third party inspection of the products by a recognised and qualified organisation such as FIRA (Furniture Industry Research Association) before agreeing to carry out repairs/replacements. Following a repair, the guarantee will remain valid from the date of the original purchase. This guarantee is not transferable. The terms of this guarantee are governed by English Law.

Any extras such as additional covers and head cushions are covered by a 1 year Guarantee from the date of purchase against defects resulting from manufacturing or material faults.

Please contact your retailer in the first instance where you purchased the product.

Following this please contact customer service on **01745 811 269**.

V01281114000xx

## You'd be better with Adjustamatic



## Product Instructions & Guarantee

Passed and inspected by \_\_\_\_\_

Date \_\_\_\_\_

Serial Number \_\_\_\_\_

Adjustamatic HealthCare Range  
Customer Service  
NHC Technology Ltd  
Colomendy Industrial Estate  
Rhyl Road  
Denbigh  
LL16 5TS

Affix  
Stamp  
Here



# Care Information

## Care Tips

Please read carefully all the operating instructions provided with this Adjustable Bed.

### Cleaning

We recommend that the bed coverings are cleaned regularly to maximise the duration of the hard wearing fabrics. In general the fabrics should be vacuum cleaned to remove and prevent the accumulation of surface dust, as this causes detrition and dulling of the colours in most fabrics. Alternatively, clean carefully with a soft brush. On no account should any liquids be used to clean the bed as this may damage the electrics.

### Safety

Your Adjustable bed is perfectly safe when used in the correct manner and whilst provisions are made with respect to safety, we cannot be held responsible for misuse of the product.

Do NOT place body parts or objects in the path of moving parts.

Under no circumstances should any part of the body be placed within the operating mechanism or under the bed when the bed is in use as injury may result. Particular care should be taken when children are present.

Care should be taken to ensure that the main power supply cable has not become trapped under the castors of the bed or in the operating mechanism of the bed – take care when positioning the mains power supply cable to ensure that it does not present a trip hazard.

Additionally, if liquids do come into contact with the bed, the bed should be switched off and allowed to dry out before re-use. If in doubt, please call customer services.

# Details required for your Guarantee

Your First Name \_\_\_\_\_

Your Surname \_\_\_\_\_

Your Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your County \_\_\_\_\_

Your Postcode \_\_\_\_\_

Your Telephone Number \_\_\_\_\_

Your Email \_\_\_\_\_

Age range (please tick): 20-40  40-60  60+

Date of Purchase \_\_\_\_\_

Retailer's Name and Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Product Purchased \_\_\_\_\_

Price of Purchase \_\_\_\_\_

Proof of Purchase \_\_\_\_\_

We will not pass your information on to third parties.

We may wish to contact you in the future as part of our customer care process.

If you wish not to be contacted please tick this box