

## Blatchford Products Global Warranty Statement

Blatchford Group warrants its products for a period of time against defects in Blatchford material and workmanship (“Manufacturing Defect”). The warranty period applies from the date of the first shipment of the Product to you (the “Original Shipment Date”), unless otherwise specified.

In the event that a Manufacturing Defect is discovered during the warranty period, Blatchford will, at its discretion, repair or replace the affected part or device. If repair is not possible, Blatchford will replace it with another of equivalent function. If this is not possible, Blatchford will refund the purchase price associated with the Manufacturing Defect. Depending on the circumstances and at the discretion of Blatchford, this might be a refund of a specific part of, or the whole device. The warranty of the repaired or replaced part is limited to the remaining warranty period from the Original Shipment Date.

To the extent permitted by local law, the warranty coverage is limited to an amount equivalent to the cost of the original failed part (or where applicable, device) and excludes all associated or related costs. For the sake of clarity, the phrase “all associated or related costs” includes but is not limited to associated parts, assembly and disassembly costs, transport costs, travel and handling costs and any form of compensation.

The warranty does not cover issues arising from misuse, accidental damage, neglect, wear and tear, unapproved component modifications, incorrect assembly and unless otherwise specified, immersion in water. Specific limitation of use as detailed in the documentation supplied with the product (Instructions for Use) must be complied with. This warranty does not cover products that are modified to meet the needs of the customer where such modifications may adversely affect the lifespan of the item.

Blatchford makes no other express warranty or condition, whether written or oral. To the extent allowed by local law, any implied warranty or condition of merchantability, satisfactory quality, or fitness for a particular purpose is hereby disclaimed. Some countries/regions, states, or provinces do not allow limitations on the duration of an implied warranty, so the above disclaimer may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from country/region to country/region, state to state, or province to province.

To the extent allowed by local law, the remedies in this warranty statement are your sole and exclusive remedies. except as indicated above, in no event will Blatchford or its suppliers be liable for direct, special, incidental, consequential, or other damage, whether based in contract, tort, or otherwise. Some countries/regions, states, and provinces do not allow the exclusion of certain damages, in which case to the extent prohibited, the above limitations and exclusions may not apply to you.

If the product comes with a Warranty Registration Form then this must be completed and returned to the company for the warranty to be effective.

Where requested by Blatchford, a Warranty Claim Form must be fully completed and supplied with the affected part to qualify for warranty.

To make a claim under product warranty, please contact our Customer Services department.

Please be aware our Warranty Statement is subject to change - in all cases our current Warranty Statement is published on our website.

The current Warranty Periods are as follows, unless other warranty periods (for example Extended Warranties) have been specifically agreed and, where applicable, paid for.

# Prosthetic Product Group

## Integrated Limb

Linx 36 months\*/\*\*

## Knees

Avior 36 months\*\*

Orion3 36 months\*\*

SmartIP – all variants 24 months, brake band 12 months only

KX06 36 months

KX07 36 months

Mercury – all variants 36 months

ESK+ - all variants 24 months, brake band 12 months only

Compact SAKL 24 months

Aqualimb TF 24 months

BMK2 24 months

Child's 4-bar Knee 24 months

## Feet

Elan 36 months\*/\*\*

ElanIC 36 months\*/\*\*

BladeXT (excluding paintwork and sole cover) 24 months

Mini BladeXT (excluding paintwork and sole cover) 24 months

Elite BladeVT 36 months\*

Elite Blade 36 months\*

EliteVT 36 months\*

Elite2 36 months\*

EchelonVT 36 months\*

Echelon 36 months\*

EchelonVAC 36 months\*

EchelonER 36 months\*

Javelin 36 months\*

Epirus 36 months\*

Esprit 36 months\*

Navigator 24 months\*

AvalonK2 24 months\*

AvalonK2VAC 24 months\*

Multiflex - all variants 24 months

Super SACH 24 months

Aqualimb 24 months

## **Controls - Cylinders**

SmartIP 24 months

PSPC 24 months

Blatchford Hydraulic Control Cylinders - all variants 24 months

## **Service Exchange Products**

Blatchford Hydraulic Control Cylinders - all variants 12 months

SmartIP 12 months

## **Ankles, Adapters and Shins**

Multiflex Ankles 24 months

Ankle Snubbers 3 months

All Adapters & Tubes 24 months

Shins 24 months

TT Pro – all variants - 24 months

## **Liners and Sleeves**

Silcare Breathe Liners 6 months

Silcare Liners 6 months

Suspension Sleeves 1 month

## **Foot Shells and Cosmesis**

\*All Foot Shells 12 months

Cosmetic Items (Fairings, Coverings, Kneeballs etc.) 1 month

Glide Sock 3 months

Cosmetic Cover (Orion3/Linx) 6 months

## **Ancillary Products**

Tooling 12 months

Test Equipment 12 months

Ovens and Hot Air Guns 12 months

Proprietary items - Manufacturer's Warranty

## Custom Manufactured Products:

### Orthotic Product Group

All custom-made orthotic products manufactured by Blatchford are warrantied for 1 year and any addition to the product such as straps/padding/lining is warrantied for 6 months.

### Prosthetic Socket Product Group

All custom-made prosthetic sockets manufactured by Blatchford are warrantied for 1 year and any addition to the product such as straps/padding/lining is warrantied for 6 months.

### Seating Product Group

All custom-made seating products manufactured by Blatchford are warrantied for 1 year and any addition to the product such as straps/padding/lining is warrantied for 6 months. All Blatchford belts and harnesses are warrantied for 1 year.

#### Interface

Interface 1 year

#### 3rd Party

Wheelbases As per original manufacturer

Accessories As per original manufacturer

Interfaces As per original manufacturer

See Blatchford website for current full warranty statement.

Note - Warranty periods commence from the original date of shipment unless otherwise stated.

Note: Any warranty on repaired or replaced items is governed by the original date, as the remaining warranty period from the original purchase must be maintained.

\*All Foot Shells 12 months.

\*\*Extended warranties can be purchased within the first 12 months from purchase.

Last updated June 2026.