

ALBERS Limited Warranty

This Limited Warranty applies only to physical goods, i.e., the ALBERS Automatic Leg Bag Emptier & Reservoir System, purchased from BIOTX Limited ("BIOTX") and referred to as the "ALBERS".

What does this Limited Warranty cover?

This Limited Warranty covers any defects in material or workmanship affecting any part or component, under normal use during the Warranty Period, which is essential to the proper function and/or use of the ALBERS (referred to as "Critical Components"). During the Warranty Period, BIOTX will repair or replace, at no charge, the Critical Components of any ALBERS that prove to be defective under conditions of normal use and maintenance because of improper material or workmanship.

What will we do to correct problems?

BIOTX will provide replacements for any Critical Components, which the customer shall be responsible for installing in the repair the ALBERS, using new or suitably refurbished replacement parts. These components are referred to as Customer Replaceable Units (CRUs).

How long does the coverage last?

The Warranty Period for ALBERS purchased from BIOTX is 2 years from the date of purchase. Any replacement goods or parts furnished under this warranty assume the remaining warranty of the original product, or 180 days from the date of replacement or repair, whichever is longer.

What does this Limited Warranty not cover?

This Limited Warranty does not cover any problem affecting ALBERS that is caused by conditions, malfunctions or damage not resulting from defects in material or workmanship.

What do you have to do to obtain warranty service?

You must first register your purchase by visiting [WarrantyRegistration](#). Once registered, contact us to confirm the nature of the problem and the most appropriate solution. Our business hours for technical and warranty support are 8:30 AM to 4:30 PM Pacific Time. Live chat is the fastest method of obtaining a response to any product difficulties, including warranty support. Only registered customers, however, may access warranty services through the chat feature.

Customer Replaceable Units

Some problems with a product can be resolved with a replacement part that can be installed without technical or professional assistance. These parts are referred to as Customer Replaceable Units or CRUs. Almost all replacement parts for the ALBERS have been designed as CRUs.

Types of CRU's:

- **Self-Service CRUs:** Refer to parts that can be installed or replaced easily by a customer, or by trained service technicians at an additional cost.
- **Optional-Service CRUs:** Refer to parts that can be installed or replaced by customers with a greater skill level. Trained service technicians can also provide service to install or replace these parts under the applicable warranty.

Installation of Self-Service CRUs is *your* responsibility. For Optional-Service CRUs, you can either install the CRU yourself or you can request that BIOTX arrange to install the CRU, according to the warranty service applicable to your product. If you intend to arrange installation of the CRU, BIOTX will ship the CRU to you. CRU information and replacement instructions are either shipped with your CRU or are available from BIOTX at any time upon request.

You may be required to return the defective part that is replaced by the CRU. When return is required: (1) return instructions, a prepaid shipping label, and a re-usable container will be included with the replacement CRU; and (2) you might be charged for the replacement CRU if BIOTX does not receive the defective CRU within thirty (30) days of your receipt of the replacement CRU.

To learn more, watch our videos:

[Parts Removal and Replacement Videos](#)

If your product is covered under warranty and in need of repair or part replacement, please contact us at ALBERS@biotx.ltd. If your product is *not* under warranty, or if you wish to obtain spare parts, you may look up and purchase any needed part from our [Parts Department](#).