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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 Product to you (the "Original Shipment Date"), unless oth

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 part or related costs" includes but is not 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 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 - M a n u f a c t u r e r ’ s W a r r a n t y

Orthotic Product Group

Microprocessor Knee Ankle Foot Orthosis

Tectus Module 36 months**

Blatchford fabricated Tectus KAFO 12 months. Straps and liners 6 months. Ankle joint 12-month warranty

Premium AFO

Pre-preg CF Fixed AFO 1 year. Straps and liners 6 months.

Pre-preg Metal hinged AFO 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-preg CF Tamarack hinged AFO 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-preg Momentum Brace 1 year. Straps and liners 6 months.

Carbon Fibre Modular AFO with Interchangeable Posterior strut 1 year. Straps and liners 6 months. Strut as per original manufacturer.

Pre-preg CF Fixed AFO –Clam 1 year. Straps and liners 6 months.

Pre-preg CF Hinged AFO –Clam 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg UNI Neuro Swing AFO 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg BI Neuro Swing AFO 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg UNI Neuro Vario Spring AFO 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg BI Neuro Vario Spring AFO 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-preg CF KAFO 1 year. Straps and liners 6 months. Joints as per original manufacturer.

BOA Closure system - Momentum AFO Fastening 1 year. Liners 6 months. Boa closure system as per original manufacturer.

Premium KAFO

Pre-Preg BI Neurotronic KAFO 2AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-preg BI Neurotronic+Free JT KAFO 2AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg BI Neurotronic KAFO (1AJ) 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg BI Neurotronic+Free JT KAFO 1AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg UNI Neurotronic KAFO 1AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg BI Neuromatic KAFO 2AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg BI Neuromatic+Free JT KAFO 2AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg BI Neuromatic KAFO 1AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg BI Neuromatic+Free JT KAFO 1AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Pre-Preg UNI Neuromatic KAFO 1AJ 1 year. Straps and liners 6 months. Joints as per original manufacturer.

Seating Product Group

Carved Foam

Carved Foam Frame/Shell 2 years

Carved Foam Upholstery 1 year

Carved Foam 1 year

Custom components 3 months

MSI

MSI Frame/Shell 2 years

MSI upholstery 1 year

MSI Liners 6 months

MSI accessories 1 year

Custom components 3 years

Blatchford Belts and Harnesses

All Blatchford belts and harnesses 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 May 2025.