

## **MANUFACTURER'S LIMITED WARRANTY**

SQUID GO IS INTENDED FOR PERSONAL USE. USE OF SQUID GO IN A COMMERCIAL SETTING OR ENVIRONMENT (INCLUDING, BUT NOT LIMITED TO PHYSICAL THERAPISTS, ATHLETIC TRAINERS, AND HOSPITALS) WILL IMMEDIATELY VOID THE WARRANTY OF THE PUMP, WRAP, TUBE CONNECTOR, GEL PACK AND BATTERY CHARGER.

**Opening the Squid Go Pump case or attempting to self-service any part of the Squid Go will void the warranty and may cause injury.**

### **PUMP LIMITED WARRANTY**

Portable Therapeutix, warrants that the Squid Go Pump Control Unit ("Pump") (if properly used) will be free from defects in materials and workmanship for a period of one year from the date of purchase. If the Pump, malfunctions during the warranty period, then Portable Therapeutix will at its option either repair or replace the Pump. If Portable Therapeutix elects to replace the Pump it may do so with a new or reconditioned Pump. Your original one year warranty period shall be extended by the number of days that the Pump is in the possession of Portable Therapeutix until it ships the repaired or replacement Pump back to you. This warranty and other warranties that may exist under state or federal laws is non-transferable and only available to the original purchaser.

### **WRAP AND TUBE LIMITED WARRANTY**

Portable Therapeutix warrants that the Squid Go Wrap and Tube (if properly used, including following the care and use instructions) will be free from defects in material and workmanship for a period of one year from the date of purchase. If the Wrap or Tube, malfunctions during the warranty period, then Portable Therapeutix will at its option either repair or replace the Wrap or Tube. If Portable Therapeutix elects to replace the Wrap or Tube it may do so with a new or reconditioned Wrap or Tube. Your original one year warranty period shall be extended by the number of days that the Wrap or Tube is in the possession of Portable Therapeutix until it ships the repaired or replacement Wrap or Tube back to you. This warranty and other warranties that may exist under state or federal laws is non-transferable and only available to the original purchaser.

### **GEL PACK LIMITED WARRANTY**

Portable Therapeutix warrants that the Gel Pack (if properly used, including following the care and use instructions) will be free from defects in material and workmanship for a period of one year from the date of purchase. If the Gel Pack, malfunctions during the warranty period, then Portable Therapeutix will at its option either repair or replace the Gel Pack. If Portable Therapeutix elects to replace the Gel Pack it may do so with a new or reconditioned Gel Pack. Your original one year warranty period shall be extended by the number of days that the Gel Pack is in the possession of Portable Therapeutix until it

ships the repaired or replacement Gel Pack back to you. This warranty and other warranties that may exist under state or federal laws is non-transferable and only available to the original purchaser. THE GEL PACK WILL HAVE A NATURAL EVAPORATION OVER TIME.

#### **EXTENT OF LIMITED WARRANTY**

This limited warranty of the Pump does not cover damages due to external causes, including without limitation misuse, alteration or repair by a non-authorized person; accident or use not in accordance with the product instructions. The limited warranty of the Wrap, Gel Pack, and Tube does not cover damages due to external causes, including without limitation, misuse; alteration or repair by a non-authorized person; accident; cutting or puncturing of the Wrap, Gel Pack, Tube, or the bladder in the Wrap; or use not in accordance with the product instructions as well as failure to follow the care and cleaning instructions in the manual. The limited warranty of the Gel Pack does not cover the natural evaporation of the gel over time.

#### **HOW TO OBTAIN WARRANTY SERVICE**

To obtain warranty service you should contact our service department at 281-823-9600.

If Portable Therapeutix authorizes the return of the Pump; Wrap; Connector Tube or Gel Pack for warranty, you will be given a Return Authorization Number. This number must be on your shipping package or the unit or it will not be accepted.

You are responsible for shipping the unit to Portable Therapeutix and you are responsible for any damages or loss incurred during shipping, other than any damage that was the result of your warranty claim.

#### **WARRANTY LIMITATIONS AND EXCLUSIONS**

THESE WARRANTIES REPLACE ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. PORTABLE THERAPEUTIX MAKES NO EXPRESS WARRANTIES BEYOND THOSE STATED HERE. PORTABLE THERAPEUTIX DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF YOU RESIDE IN A JURISDICTION THAT DOES NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES THEN THIS LIMITATION MAY NOT APPLY TO YOU.

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