



WARRANTY

Thank you for your interest in the StairSteady system from Hillz Tech Ltd. This Limited Warranty applies to the physical goods, and only for the physical goods purchased from Hillz Tech Ltd.

WHAT DOES THIS LIMITED WARRANTY COVER?

The Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period.

During the Warranty Period, Hillz Tech Ltd. will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance. Refer to “Maintaining the StairSteady System.”

WHAT WILL BE DONE TO CORRECT THE PROBLEMS?

Hillz Tech will either repair or replace damaged components of the StairSteady, when damage occurs during normal usage.

HOW LONG WILL THE LIMITED WARRANTY LAST?

The Warranty Period for physical goods purchased from Hillz Tech Ltd. is 365 days or 1 year from installation. A replacement physical good or part assumes the remaining warranty of the original physical good.

HOW CAN THE LIMITED WARRANTY BE EXTENDED?

The Limited Warranty can be extended for another 365 days or full year if a technician comes out to replace the wear parts within the handle. Each time the braking mechanism is replaced the Limited Warranty is again extended for another year.

WHAT DOES THE LIMITED WARRANTY NOT COVER?

The Limited Warranty does **NOT** cover any problem that is caused by:

- Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- Damage caused by riding upon the handle.
- Damage caused by using the handle or rail as an anchor point to lift, push or pull objects.
- Damage caused by something being dropped on the rail or handle.
- Damage caused by negligence due to improper installation.
- Damage caused by unauthorized modification of the product
- Damage caused by natural disaster or theft.
- Damage due to not following the instructions on the “Maintaining the StairSteady System” Schedule A

WHAT DO YOU HAVE TO DO?

To obtain Warranty service please contact your installer to determine the problem and the most appropriate solution for you.