



As a premium brand you can **trust**, we are committed to offering generous product warranties for our professional-grade designs.

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## Limited Warranties

All Ergotron® products will remain free of material and workmanship defects for **five years** from the date of receipt, subject to any exceptions, enhancements, exclusions and limitations we outline below.

These warranties do not cover product abuse, product modifications, failure to follow product instructions, improper operations, unauthorized service or repair, improper maintenance or failure to perform preventative maintenance, misuse, damages or defects caused by acts of God, damage from electrical power problems, use of parts or components not supplied by Ergotron, or damage caused by peripherals, accessories or software from external sources.

Ergotron is not responsible for damages, injury or loss arising from not following instructions related to the product's shipment, installation and intended use detailed in installation manuals, supplemental assembly and installation instruction sheets, technical bulletins and/or product literature. You will provide Ergotron immediate written notice of any property damage or personal injury resulting from the use of Ergotron products.

Please note, this Limited Warranty is available only to the original end consumer who purchases from Ergotron or an authorized reseller and the Limited Warranty is non-transferable. For this warranty to be valid, the Ergotron product must have been purchased directly from Ergotron, an authorized distributor, reseller and/or authorized representative of Ergotron.

## Extended Warranties

### How to protect your investment further

Even in the most demanding environments, an extended warranty assures that your investment will fulfill long-term needs. [View all our extended warranties here](#). Our extended warranties follow the same warranty terms and conditions outlined on this page.

## Exceptions and Enhancements

See below for product categories with their own warranty terms and conditions.

### Charging systems: Zip and YES

- Limited Lifetime Warranty on the frames for the expected lifetime of the product for defects in material and workmanship\*
- Three-year warranty on electrical components like a timer module and controller
- One-year warranty on cables like power or ethernet cables

*\* The Limited Lifetime Warranty on frames does not apply to other parts of the product, including but not limited to mechanical components such as; casters, hinges, doors, handle, lock/padlock, fans, electrical outlets, switches or power buttons, dividers, shelves and associating fasteners.*

### Medical carts, integrated power systems and batteries

- One-year warranty on electronic components like auto lock drawers, auto lock systems, keyboard lights, user interface, battery harness, cables from user interface to power module, touch screen controller, lights, drawer control boards, power distribution unit and base control unit
- Excludes all consumables like AA batteries
- Two-year warranty on power modules and coiled power cords by Ergotron

### CareFit® Pro Medical Carts

- Two-year warranty on CareFit Pro battery capacity
- Factory-installed onboard CareFit Pro batteries that do not deliver 80% of their rated capacity during the first two years from date of purchase or 2,000 cycles do not meet capacity performance standards
- Five-year warranty against manufacturer's defects for onboard CareFit Pro LiFe factory-installed batteries (excludes CareFit Pro replacement batteries)
- To claim the warranty, the device must be connected to eKinnex for LiFeKinnex to confirm battery performance

### LiFeKinnex™ and CareFit® Pro hot swap Lithium Iron (LiFe) batteries

- Two-year warranty on LiFeKinnex LiFe battery capacity
- Batteries that do not deliver 80% of their rated capacity or 2,000 cycles during the first two years from date of purchase when connected to eKinnex for LiFeKinnex software do not meet capacity performance standards

- Three-year warranty against manufacturer's defects for LiFeKinnex factory-installed batteries
- To claim the warranty, the device must be connected to eKinnex for LiFeKinnex to confirm battery performance

### LiFeKinnex™ Power Systems

- Two-year warranty on LiFeKinnex Smart Battery Dock and 4-Bay Charger

### StyleView Medical Carts

- Three-year warranty on StyleView electric lift motor and switch

### StyleView Lithium Iron (LiFe) batteries

- Three-year warranty on StyleView LiFe battery capacity
- Factory-installed StyleView LiFe batteries that do not deliver 70% of their rated capacity during the first three years from date of purchase do not meet capacity performance standards
- Five-year warranty against manufacturer's defects on StyleView LiFe factory-installed batteries (excludes StyleView LiFe replacement batteries)
- StyleView factory-installed LiFe batteries are covered at 100% for the first three years; coverage for years four and five are prorated at 1/60th per month
- To claim the warranty, the device must be connected to eKinnex for StyleView to confirm battery performance

### StyleView sealed lead-acid (SLA) batteries

- One-year capacity warranty on StyleView SLA batteries
- For factory-installed StyleView SLA batteries, the batteries carry a six-month warranty against manufacturer's defects and a 90-day performance warranty, or as mandated by local law.
- In StyleView Dual SLA battery systems, both batteries must be replaced at the same time following the recommendation in the Ergotron user manual or the warranty is automatically void
- Warranties on StyleView SLA batteries left unused for more than three consecutive months are automatically void
- The 90-day performance warranty on factory-installed StyleView SLA batteries (excludes StyleView SLA replacement batteries) extends to one-year if all three conditions are met:
  1. eKinnex for StyleView software is installed and remains continually operational to show compliance with exclusions and limitations
  2. SLA battery is not discharged below 25% capacity more than 25 times as recorded by the eKinnex for StyleView software history

3. SLA battery is fully recharged at least once every 36 hours as recorded by the eKinex for StyleView software history

## Monitor Mounts

- 10-year warranty on all HX products and all LX, MXV and MX monitor arms purchased on or after August 1, 2014
- Three-year warranty on all Neo-Flex® products

## OEM products resold by Ergotron

Original equipment manufacturer (OEM) products resold by Ergotron are covered by the manufacturer's warranty (and not Ergotron) unless otherwise noted

## Office and classroom mobile desks

- 10-year warranty on LearnFit® Sit-Stand Desks
- 10-year warranty on The Ergotron Mobile Desk (excluding WorkFit C and Teachwell desks which have standard five year warranties.)"

## Sit-stand workstations

- Two-year warranty on WorkFit®-Z Mini
- 10-year warranty on WorkFit® Elevate
- 10-year warranty on JUV for most components; one-year on worksurface

# Exclusive Remedy

## What steps to take for product repairs

### Warranty repair

If any Ergotron equipment becomes defective in material or workmanship during the warranty period as determined by Ergotron at its sole discretion, Ergotron may elect to replace or repair the unit or refund the purchase price. You must receive pre-approval by Ergotron for any costs related to the repair or replacement of warranty products.

You must contact Ergotron for a return material authorization (RMA) number by reaching out to Ergotron Customer Care online or by telephone within your specific region. Contact information is available on the [Ergotron website](#). Repairs or product replacement under warranty does not renew or extend the warranty period.

### Non-warranty repair

You may return a product for repair that is not covered by warranty if you have received a preapproved RMA number from Ergotron Customer Care. Labor costs and freight charges associated with non-warranty repair will be the sole responsibility of the customer, reseller or installer/integrator.

A standard repair fee, specific to the product, is charged for any product that is repaired outside of the warranty period. Repairs on products out of warranty also carry a 90-day warranty, effective the day that you receive the item after repair.

For products that are not covered under warranty, Ergotron offers the following options:

1. You may upgrade to a newer, equivalent product at a MSR list price
2. Ergotron will return the product to you at your cost
3. You can request in writing that Ergotron appropriately dispose of the product for you (fees may apply based on local laws)

*If Ergotron notifies you that a returned product is not defective after testing, then the product will be returned to you. You would be responsible for the freight charges associated with the return.*

## Warranty Disclaimer and Limitation of Liability

Except as expressly set forth in this Limited Warranty and to the greatest extent allowed by law, Ergotron makes no other representations, warranties or conditions, express or implied, including any implied representations, warranties or conditions of merchantability, fitness for a particular purpose, non-infringement, and non-interference. Ergotron does not warrant that your use of the Ergotron product will be uninterrupted or error-free. Any implied warranties that may be imposed by law are limited in duration to the Limited Warranty period, to the greatest extent allowed by law.

ERGOTRON SHALL NOT BE LIABLE UNDER THIS WARRANTY FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES ARISING OUT OF THE USE OF ERGOTRON'S PRODUCTS OR SERVICES. ERGOTRON IS NOT LIABLE UNDER THIS WARRANTY FOR ANY DAMAGE AMOUNT MORE THAN THE AMOUNT PAID BY THE END USER FOR THE PRODUCT AND/OR SERVICES.

Some states or countries do not allow a limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages for consumer products. In such states or countries, some exclusions or limitations of this Limited Warranty may not apply to you. This Limited Warranty is subject to change without notification.

Ergotron devices are not intended to cure, treat, mitigate or prevent any disease.

Ergotron Limited Warranty Terms and Conditions

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Content and terms are subject to change without notification.