

Photonic Health Warranty Terms & Conditions

Hand-Held Devices

Photonic Health offers a limited lifetime warranty on our Photonic Health Red Light devices. If the device quits working, we will repair or replace the light at no charge.*

This warranty is on the functionality of the light ONLY. This does not cover the finish, plastic lens, the removable ring fastener, or from battery damage. If any of these items are damaged, or if light shows any disassembly/tampering the warranty will be voided. These items are only covered under warranty if they are defective.

Note: Putting any objects in the lights besides the batteries (i.e. tin/aluminum foil) will void the warranty of the light. Any lights sent in for warranty and found to be using such objects will cause the light to be returned at the customer's cost.

*Replacement is only available if we still offer the device. Otherwise you will receive options for replacement of the light if it can't be fixed.

****Important Blue Pro Light Update:** Damage due to battery corrosion will not be covered under warranty. Due to the fact that this light is discontinued if you have an issue with your light that is cause by non-rechargeable batteries corroding in the light the repair will not be covered under warranty. If we can fix the light there will be a charge for the repair (after 1/1/2020). To prevent damage Photonic Health requires that you only use rechargeable batteries in the Blue Pro Light.

****Pro Gen II Batteries:** You must use the batteries provided with the light at purchase. Use of non Photonic Health batteries will void the warranty on your Pro Gen II light.

Pain-Free Pad System

Photonic Health, LLC. warrants each new device to be free from manufacturer defects for a period of 2 years on both pad and controller only, following the delivery of equipment, and is expressly limited solely to the original purchaser (user) and does not extend to any transferee, assignee, or subsequent purchaser or user of the Pain-Free Pad System product. The obligation of Photonic Health, LLC. under this warranty is expressly, solely, and exclusively limited to the repair or replacement of controller and light pads (electronics components), which to the satisfaction of Photonic Health, LLC. have become defective during the warranty period. This warranty does not extend for any liability to medical expenses or for any other direct or malfunction of any Pain-Free Pad System product, except as herein provided.

This warranty shall not apply to any Pain-Free Pad System product which has been repaired, tampered with or altered by someone other than an authorized Photonic Health representative, or which has not been used in accordance with the enclosed instructions or stated purpose. All accessories used with a Pain-Free Pad System must be provided by Photonic Health or authorized representative; including, but not limited to the power supply, battery, battery charger, carrying case and securing straps.

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If items of this nature not provided by Photonic Health or authorized representative are used with a Pain-Free Pad System, this warranty will be voided. Additionally, Photonic Health will not be held liable for any mishaps relating to the Pain-Free Pad System product. This warranty is warranted by Photonic Health and is deemed to be the only warranty honored by Photonic Health in lieu of any and all warranties expressed or provided by any and all other merchants, distributors, companies, or persons. No person or entity has any authority to bind any Pain-Free Pad System product to any warranty or guarantee except specifically set forth.

Defective Pain-Free Pad System equipment must be returned to Photonic Health. All warranty claims must be authorized by a Photonic Health authorized agent before defective product is returned.

Photonic Health disclaims all other warranties, either express or implied, including but not limited to implied warranties relating to the use of the product and/or result from the use of the product and any warranties which may be implied as a result of the purpose for which this product was manufactured.

Pain-Free Pad System Void Warranty Considerations

- **Do Not** fold the pads into a tight roll. The pads fold in one direction only. The embedded strips of circuit boards that hold the lights in place are not designed to bend and fold.
- **Do Not** pull the pad by the cord when placed in a tight area. Always pull out the pad by grabbing the pad itself.
- **Do Not** allow the horse or any other animal to step on the pad. Although in most cases this is a hands free operation, do not leave the horse or other animals alone especially while treating the legs. Make sure that the cords do not lie on the ground allowing the horse to step on it and possibly sever the wire.
- **Do Not** plug the device into an electrical outlet when treating an animal. When applying to animals, operate on the battery pack only.
- **Do Not** lay on the pad or put between the body and a soft surface (i.e. bed, couch, chair, etc.); this will bend the pad in the wrong direction.
- **Do Not** wrap pad directly on a joint as any movement will bend the pad in the wrong direction.
- **Do Not** drop the controller; doing so can break the internal components.

Doing any of these things will void the warranty on the Pain-Free Pad System as it is not a manufacturer defect.