

COMPASSHEALTH



NEW!

TruAIRE-5 O2
Concentrator

**5 YEAR
35,000 HOUR
WARRANTY**

truAIRE-5
by Roscoe Medical

Please see back side for warranty details

Extension of the truAIRE Concentrator Limited Warranty

Compass Health Brands Corp. warrants the TruAIRE-5 5 Liter Stationary Oxygen Concentrator by Roscoe Medical to be free from defects in workmanship and materials and will perform in accordance with the product specifications for a period of five (5) years or 35,000 hours from the date of shipment to the original dealer who purchased the unit unless contractually specified otherwise. This warranty is limited to exclusions set forth within this warranty and is also limited to product repair (parts and labor) by a Compass Health Trained Repair Technician or Compass Health Authorized Service Center. Routine maintenance items such as filters and wear component are not covered under this warranty, nor does it cover normal wear and tear. Please see the TruAIRE-5 O2 Concentrator manual for concise details on the complete limited warranty.

Manufacturer Certified TruAIRE Dealer Repair Technician

Compass Health is excited to announce a new program where we will offer a training program for our concentrator customers to have their Repair Technicians fully trained and certified in the troubleshooting and repair of our truAIRE concentrator product line. Compass will offer this training on a quarterly basis, both digitally and in person in the Cleveland, Ohio area. As part of this program, Compass will provide our customers with warranty repair parts at no charge so our dealer customers can repair their own units and avoid the downtime associated with the shipping and repair of their oxygen concentrators.

Return Process for Concentrator Repair

Compass Health is proud to announce our new partnership with Repair Authority for the troubleshooting and repair of the truAIRE oxygen concentrators. If a TruAIRE Oxygen Concentrator is experiencing an operational failure and our customer requires its return for repairs, please begin the process by contacting Compass Health Brands customer service...

- ▶ Provide the customer service representative with the nature of the issue, thereupon a case can be created, and a case number will be assigned.
- ▶ The Compass Health Customer Service Representative will provide the customer with the RMA number and direct the customer to return the product to their designated Repair Authority location, referencing the RMA number clearly on the box.
- ▶ The customer must ship the TruAIRE Oxygen Concentrator back in an original TruAire concentrator box with both bottom and top inserts...otherwise the customer will be charged for any necessary packaging components to ensure the safe, undamaged return of their repaired unit.

Please Note: While customers are responsible for return shipping the product for repair, Compass Health Brands will be responsible for the return shipment of the repaired unit to the customer.



REPAIR AUTHORITY
21973 Commerce Pkwy.
Strongsville, Ohio 44149

REPAIR AUTHORITY
5894 Murfreesboro Hwy.
Manchester, TN 37355

REPAIR AUTHORITY
6701 Will Rogers Blvd.
Fort Worth, TX 76140



REPAIR AUTHORITY

Get In Touch with Repair Authority

Address
21973 Commerce Parkway, Suite A
Strongsville, OH 44149

Phone
(888) 828-1872

Email
Delivery Routes / Shipping:
logistics@repairauthority.com
HME Dealer Services:
dealer@repairauthority.com
AP/AR: accounts@repairauthority.com
General Inquiries: info@repairauthority.com