

# COMPASSHEALTH



**NEW!**

TruAIRE-5 O2  
Concentrator

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**5 YEAR  
35,000 HOUR  
WARRANTY**

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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

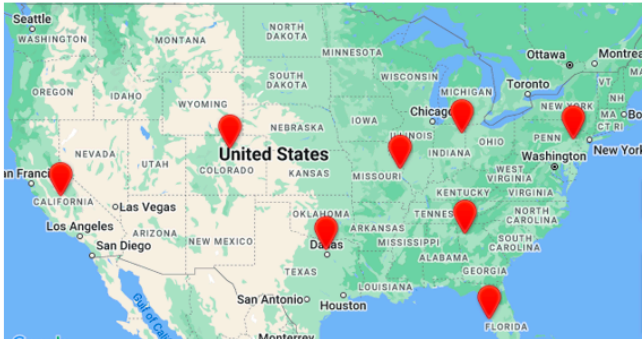

Compass Health is proud to announce our new partnership with Quality Biomedical for the troubleshooting and repair of the truAIRE oxygen concentrators. If a truAIRE concentrator is experiencing an operational failure and our customer and our customer requires its return for repairs, they should connect to QB directly by using their Qconnect™ web portal where they can schedule their concentrator(s) for pick-up, repair and return. The process is as follows....

- Log-in to QB's Qconnect™ web portal (the Provider can sign-up and create a Log-in if they do not already have one) and provide the Serial Number(s), the hours on the unit(s), and the nature of the problem with their unit(s).
- Qconnect™ will produce an RMA and the Provider will receive notice from QB that alerts them on when the unit will be picked up for repair. There is no boxing requirement, the units are just rolled up onto QB's truck, secured and taken away to their closest regional location for repair.

At any time the Provider can log-on to QB's Qconnect™ web portal to check the status of their concentrators in process.

The Provider's repaired unit(s) will be returned via QB's truck completely cleaned & disinfected with new Compressor Inlet filters & Cabinet filters installed. The concentrators will be fully tested and in patient-ready condition.

**Note:** There are some areas of the country (such as in the Pacific Northwest) that are not currently able to receive regular pick-up & delivery service from QB. Units requiring repair from a non-service area will still require an RMA acquired from the Qconnect™ web portal but will require shipping by the Provider to the closest QB location in an original truAIRE-5 Carton with top & bottom inserts. The repaired units will be returned to the Provider patient ready and return shipped at Compass Health's expense.



### **8 Regional US Locations**

- 1. Allentown, PA**
- 2. Pinellas Park, FL**
- 3. Cartersville, GA**
- 4. Wayne, IN**
- 5. Maryland Heights, MO**
- 6. Carrollton, TX**
- 7. Boulder, CO**
- 8. Fresno, CA**

**Please Note:** We are starting out with the 4 locations in Green above and then adding locations from now to April of 2024