



The nations #1 manufacturer of hospital cribs

Home Care Warranty

Five (5) year warranty

HARD Manufacturing will replace at no cost to the purchaser any non-expendable component such as the head and foot end assemblies, side assemblies or mattress platform found to have a defect in materials or workmanship within five (5) years from the date of purchase at our discretion.

One (1) year warranty

HARD Manufacturing will replace at no cost to the purchaser any expendable component such as, but not limited, to mattresses, trigger assemblies, slide rods or slide rod components, crank handles, Johns Hopkins handles, vinyl curtains, curtain rods, or IV components found to have a defect in materials or workmanship within one (1) year from the date of purchase at our discretion.

Electrical Components

HARD Manufacturing will replace at no cost to the purchaser any motor, staff control or under bed control box found to be defective within two (2) years from the date of purchase.

Terms and Conditions of the Warranty Period

The warranty covers normal use of our cribs or youth beds. It does not cover damage or defects that occur due to any of the following:

1. Abuse, misuse, mishandling and excessive wear by staff, patients or parents/caregivers.
2. Modifications of the equipment including the electrical equipment. The covers should never be removed on the motors, transformers, control boxes, scale controls or staff controls. Doing any type of modification to our cribs or youth beds will void the warranty.

Replacement of any part under warranty is contingent upon the following:

1. The customer is to provide the serial number of the crib or bed as well as the serial number of the defective or damaged part(s) if one exists. If the part is a mattress, the customer must supply the serial number of the mattress as well as photos of both tags on the mattress.
2. The customer is to provide photos of the defective or damaged part.
3. The customer must, if requested by HARD Manufacturing, return the defective or damaged item for inspection prepaid within 30 days of reporting the issue.

Return Policy

Acceptance of returns on all new and unused equipment and parts is at the discretion of HARD Manufacturing. The purchaser will be responsible for a restocking fee and the freight costs associated with returning the equipment or item.

Maintenance

Placing cribs and youth beds in cart washers and/or the use of steam spray guns for disinfecting is not recommended. Use a non-abrasive cleaning solution such as a mild detergent and thoroughly dry all components of crib or bed prior to replacing the mattress on the unit. Solvents containing alcohol, ammonia or other abrasives should be avoided. Failure to follow the suggested cleaning/drying instructions could lead to premature corrosion and require replacement of the mattress.

Expected Service Life of HARD Manufacturing Cribs or Beds is 9 years.

