

1-Year Limited Warranty

We stand behind the clinical-grade performance of our air purification systems. Your unit is covered against defects in materials and workmanship for **12 months from the date of purchase**, provided it is used in accordance with the user guide.

■ Don't Void Your Warranty

Filters must be changed on schedule using **official Surgically Clean Air replacement filters only**. The use of aftermarket, third-party, or non-OEM filters **will void this warranty**. The recommended schedule is listed in your user manual. SCA reserves the right to request proof of filter maintenance or filter purchase records when processing a warranty claim.

Coverage at a Glance

What Is Covered

- ✓ Defects in materials or workmanship
- ✓ Internal mechanical components (fans, motors)
- ✓ Electronic systems and controls
- ✓ Repair or replacement (at SCA's discretion)
- ✓ Return shipping to client after approved repair or replacement

What Is Not Covered

- ✗ Consumable items: HEPA filters, carbon filters, pre-filters, UV lamps, and other maintenance parts
- ✗ Normal wear and tear
- ✗ Physical damage (dropping, accidents, misuse)
- ✗ Electrical damage: power surges, lightning strikes, improper voltage, or electrical disturbances
- ✗ Damage from extreme moisture, heat, or hazardous environments
- ✗ Damage reported more than 10 calendar days after delivery

How to Make a Warranty Claim

To qualify for repair or replacement, please follow these steps:

- 1 Submit a Warranty Claim Online**
Visit our website to submit a support request. Our Customer Care team will review your submission and follow up with you directly.
- 2 Troubleshoot with an SCA Agent**
A qualified SCA Customer Care agent will contact you to troubleshoot the issue. This may be done via phone, email, or video call at our discretion. We will attempt to resolve the issue remotely before proceeding to a repair.
- 3 Ship the Unit to Our Repair Facility**
If troubleshooting does not resolve the issue, you will be directed to ship your unit to our repair facility. See the Shipping & Return Process section below for full details on packaging, labels, and costs.

Shipping & Return Process

Return Label	If your issue is confirmed as a warranty-covered defect, SCA will provide a prepaid return shipping label.
Original Packaging	If you still have the original box, please use it — it provides the best protection during transit.
No Original Packaging	If you no longer have your original packaging, a return box is available for purchase at \$15 (paid by the customer) . Clear packing instructions will be included. Box availability is subject to stock.
Inbound Shipping Costs	You are responsible for inbound shipping costs to send the unit to our repair facility, unless otherwise arranged with your SCA agent. We will confirm this with you before you ship.
Return Shipping to You	SCA covers return shipping back to you after an approved warranty repair or replacement.
Non-Warranty Repairs	If inspection determines the issue is not covered under warranty, all costs — parts, service fees, and shipping — are the client's responsibility. You will be notified before any work proceeds.

Additional Notes

Shipping Damage:	If your unit arrives damaged, document and report it to SCA within 10 calendar days of receipt. Damage reported after this window will not be covered. Please inspect your unit upon delivery.
Proof of Purchase:	Proof of purchase may be required to verify the date of purchase and serial number when submitting any warranty claim. Please retain your receipt or invoice.
Distributor Purchases:	Products purchased through an authorized distributor (not directly from SCA) may be subject to the distributor's own warranty terms and may or may not be covered by SCA.
Repaired / Replaced Units:	Any repaired or replacement unit will be covered for the remainder of the original warranty period. Replacement products may contain new or refurbished parts.
Terms Subject to Change:	Surgically Clean Air reserves the right to update these terms and conditions. The most current version is available on our website and upon request.

SCA covers return shipping to the customer after an approved warranty repair or replacement. Customer is responsible for inbound shipping unless otherwise arranged with your SCA agent. Return shipping excludes Alaska, Hawaii, Puerto Rico, Nunavut, Northwest Territories, and Yukon.

For warranty support, visit surgicallycleanair.com or contact your SCA Customer Care representative.

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