

Warranty Policy

Effective July 30, 2026 | 3-Year No-Fuss Warranty · USA Stock · Local Warehouse | www.prestigehyperbaric.com

Summary: 3-Year No-Fuss Warranty (residential) or 1-Year Warranty (commercial/clinical), each capped at 1,000 hours of accumulated use. Extended coverage available at tiered pricing. Spare parts purchased without our diagnostic and installation service carry no warranty of any kind.

1. Coverage at a Glance

Use Type	Standard Base Warranty	Hour Cap
Residential (personal home use)	3-Year No-Fuss Warranty	1,000 hours, whichever comes first
Commercial / Clinical (paid third-party sessions)	1-Year Warranty	1,000 hours, whichever comes first

The standard base warranty covers defects in materials and workmanship for equipment purchased new from Prestige Hyperbaric and used in accordance with the product operating manual. Commercial and clinical environments subject equipment to higher duty cycles, increased occupancy frequency, and accelerated component wear that exceed the parameters of the residential warranty. The 3-year residential warranty is expressly void for any unit used in a commercial or clinical capacity.

2. The 1,000-Hour Use Limit

Prestige Hyperbaric equipment is manufactured for personal wellness use and is not rated as a commercial-duty medical device. Once a unit reaches **1,000 hours of accumulated use as recorded by the unit's built-in hour meter**, the standard base warranty terminates regardless of remaining calendar time.

Component failures, seal degradation, fabric fatigue, compressor wear, hose or fitting wear, or other symptoms occurring beyond 1,000 hours of accumulated use are considered normal wear and tear resulting from heavy or extended use, not manufacturing defects, and are not covered under the residential 3-Year No-Fuss Warranty or the 1-Year Commercial Warranty.

The hour meter reading on the unit is the **sole and final basis** for determining accumulated use. Tampering with, resetting, bypassing, or removing the built-in hour meter voids all warranty coverage on the unit.

3. Oxygen Concentrator — Purity Threshold

Concentrators are only warranted when tested purity is below 80% AND the unit is still within the standard warranty window (calendar time AND under 1,000 hours).

Oxygen concentrators are gas-separation devices that produce medical-grade concentrated oxygen from ambient air. Rated output for a healthy new unit is nominally 90–96% purity depending on model, flow setting, and altitude. Purity readings that drop slightly below rated output over time — for example, 88%, 90%, or 92%

instead of a spec of 95% — are **not** a warrantable defect. They reflect normal sieve bed aging, altitude, ambient humidity, and duty cycle, and are expected characteristics of the technology.

A concentrator will be considered defective and eligible for warranty replacement or repair **only** when all of the following are true:

- Measured output purity is **below 80%**, verified with a calibrated oxygen analyzer at the recommended flow setting, at ambient temperature, after a warm-up period specified in the product manual.
- The unit is **still within the applicable calendar warranty period** (3 years residential, 1 year commercial/clinical) from the original purchase date.
- The unit's built-in hour meter shows **fewer than 1,000 hours** of accumulated use.
- The unit has been operated in accordance with the product manual, with clean intake filters, in a climate-controlled environment, without unauthorized modification.

Purity readings at or above 80% are considered within acceptable operating range and are not covered. Sieve bed rebuilds, filter replacements, and routine servicing to restore purity output are available for purchase as paid service and are not warranty items.

4. Extended Warranty Coverage

Extended warranty coverage is available for purchase and provides calendar-year coverage with **no hour cap while active**. Extended coverage must be purchased before the standard base warranty expires.

Product Category	Extended Coverage Price
Hard-shell hyperbaric chambers	\$4,000 per additional year
Red light therapy products (all models)	\$4,000 per additional year
Soft-shell hyperbaric chambers	\$2,000 per additional year
Clinical PEMF unit	\$1,500 per additional year
Home-use PEMF units	Not eligible for extended coverage

Extended warranty covers the same categories of defects as the standard base warranty (materials and workmanship) and does **not** extend the oxygen concentrator purity threshold, the electronics/fire-risk restrictions, or the Warranty Void Conditions in Section 7 below.

5. Spare Parts — Sold Without Warranty

Spare parts purchased à la carte for customer self-repair carry NO WARRANTY OF ANY KIND. Warranty coverage on replacement components exists only when Prestige Hyperbaric performs the diagnostic, quotes the part, and installs and tests the repair.

Customers are welcome to purchase spare parts from Prestige Hyperbaric and attempt their own repairs. However, because we did not diagnose the underlying issue, did not verify that the part purchased is the correct component for the actual failure, and did not install or test the repair to manufacturer specification, we have no way to verify what was done, how it was done, or whether the part was installed correctly. For that reason:

- Spare parts sold without a paid Prestige Hyperbaric service visit are **final sale** and carry **no manufacturer warranty, no defect warranty, no fitment warranty, and no workmanship warranty**.
- Installation of a customer-purchased part by anyone other than Prestige Hyperbaric or an authorized Prestige Hyperbaric technician **voids the remaining warranty** on the parent unit for any failure related to the affected system.
- Extended warranty coverage is **not available** on à la carte spare parts and cannot be added after purchase.
- Prestige Hyperbaric does not provide diagnostic guidance, remote troubleshooting, install instructions, or fitment verification as part of a spare-parts sale. These are separate paid services.

To retain warranty coverage on your unit and on the replacement component, purchase the full **Diagnostic & Repair Service** package. Under that package, Prestige Hyperbaric or an authorized technician diagnoses the failure, quotes the correct part, performs the installation, and tests the repair to manufacturer specification. Replacement components installed under this package are covered by the remaining balance of your original warranty (or, if the original warranty has expired, by a 90-day parts-and-labor service warranty on the replaced component).

6. What's Covered

The standard base warranty and extended warranty cover defects in materials and workmanship that arise during normal, intended residential or authorized commercial use. Covered items include:

- Chamber shell, frame, and structural components
- Zippers, seals, and pressure-retention hardware (subject to the 1,000-hour wear-item schedule)
- Compressor units supplied with the chamber (subject to the 1,000-hour wear-item schedule)
- Electrical wiring and controls installed by the manufacturer
- LED arrays, drivers, and controllers on red light therapy products
- PEMF coils and control unit on clinical PEMF products
- Cold plunge chillers, insulation, and factory-installed plumbing

7. Warranty Void Conditions

All warranties — residential, commercial, and extended — are void in the event of any of the following:

- Unauthorized modification of the unit or its subsystems.
- Physical damage, drops, impacts, punctures, or submersion.
- Use outside of manufacturer specifications, including operation above rated pressure, temperature, humidity, or duty cycle.
- Failure to perform required maintenance as outlined in the product operating manual.
- Tampering with, resetting, bypassing, or removing the built-in hour meter.
- Installation of a spare part by anyone other than Prestige Hyperbaric or an authorized Prestige Hyperbaric technician, for any failure related to the affected system.
- Use of prohibited electronics inside a chamber (see the Electronics & Fire Risk Disclosure and NFPA 99 Chapter 14).
- Use of the unit in a commercial or clinical setting when the unit was sold under the residential warranty.

8. Warranty Claim Procedure

- **Contact us** at prestigehyperbaric@gmail.com or 727-591-4268 with your order number, unit serial number, hour meter reading, and a description of the issue.
- **Diagnostic review** — Prestige Hyperbaric will review the reported symptoms and, where necessary, schedule an on-site or remote diagnostic session. Diagnostic sessions on units still under standard or extended warranty are provided at no cost; diagnostic sessions on out-of-warranty units are billed at the current service rate.
- **Warranty determination** — If the failure is determined to be a covered defect and the unit is within the applicable calendar and hour limits, Prestige Hyperbaric will repair or replace the defective component at no cost to the customer, in accordance with this policy.
- **Out-of-warranty repair** — If the unit is out of warranty or the failure is not a covered defect, Prestige Hyperbaric will provide a written quote for parts and labor. Repairs are performed after the quote is accepted and payment is received.

9. Grandfathered Units

Units purchased **prior to July 23, 2026** remain covered under the warranty terms in effect at the time of their original purchase. This Warranty Policy, including the 1,000-hour base-warranty use limit, the 80% concentrator purity threshold, and the spare-parts terms in Section 5, applies to all equipment orders placed on or after July 23, 2026, and to all spare parts sold on or after July 30, 2026.

10. Governing Law

This Warranty Policy is governed by the laws of the **State of Florida**, without regard to its conflict of law principles. Any disputes arising from or related to this Warranty Policy shall be subject to the exclusive jurisdiction of the courts located in Pasco County, Florida. In the event of a conflict between this Warranty Policy and the Terms & Conditions, Payment Terms, or Credit Card Terms, the more specific provision controls.

11. Contact Us

Questions about your warranty? Reach out to us:

- **Email:** prestigehyperbaric@gmail.com
- **Phone:** 727-591-4268
- **Address:** 4038 Louis Ave, Unit 108, Holiday, FL 34691
- **Website:** www.prestigehyperbaric.com