

DefibStore 4000 AED Cabinet

Warranty Information for Customers

Every DefibStore 4000 AED cabinet supplied by Hayes First Aid is covered by the manufacturer's warranty set out below. The warranty applies provided the cabinet has been installed and maintained in line with the supplied installation and maintenance instructions. Regular maintenance carried out in accordance with our guidelines helps extend the life of the cabinet.

What's covered

10 Years Cabinet shell Cover against defects in the cabinet shell, provided installation and maintenance instructions have been followed.	5 Years Heater & light Cover against electrical or component failure of the heater and light. Replacement of light batteries is not included.	5 Years Lock mechanism Cover against mechanical malfunction of the lock, where not caused by corrosion (see advised regular maintenance).
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How to make a claim

In the event of a product or part failure, please contact your distributor, Hayes First Aid. We will gather the necessary details about the issue and provide guidance, including supplying replacement parts as needed. The warranty covers the product itself.

What's not covered

- **Labour** — the warranty covers the product only; labour is not covered.
- **Installation** — the warranty covers the products and not their installation.
- **Light batteries** — replacing the batteries in the light is not included.
- **Corrosion-related lock faults** — lock malfunction caused by corrosion is excluded (see advised regular maintenance).
- **Vandalism** — vandalism is not covered. However, many cabinet parts are replaceable and available to purchase; both parts and labour are chargeable where damage is caused by vandalism.

Advised regular maintenance

Following these checks keeps your cabinet in good working order and protects your cover. Regular inspections and maintenance are essential and should always be documented.

- **Weekly check** — test the lock to confirm it is fully functional, confirm the light illuminates on opening when it is dark, and ensure the defibrillator and other emergency equipment are in a state of readiness.

Need support or want to report a fault?

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Web www.hayesfirstaid.com

- **Monthly clean** — clean the outside of the cabinet on a monthly basis.
- **Lock lubrication** — apply a lubricant such as GT85 to the keypad to clean and lubricate the lock's internal mechanisms. For cabinets located within 5 miles of the coast, oil the keypad buttons regularly.
- **Light batteries** — if the LED light does not illuminate during your weekly check, replace the 4 × AAA batteries. Replace every 12 months as a preventative measure.
- **AED inspection** — inspect the defibrillator itself regularly per the AED manufacturer's guidance. Neglect is a common cause of defibrillator failure.
- **Documentation** — keep a record of all inspections and any maintenance carried out.

Keeping up with regular maintenance in line with our guidelines protects your cover and helps your cabinet last longer. If you're unsure about anything, our team is happy to help.

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