

Limited Warranty & Lifetime Parts Policy

Your chamber. Our ongoing commitment.

Version: September 21, 2026. For new personal and home purchases when supplied before invoice approval and the required initial payment. Existing agreements remain unchanged. Commercial coverage is specified in each commercial proposal.

1. Our commitment to your chamber

Your Echelon home chamber includes three years of covered repair expenses and free phone and email support throughout your ownership as the original purchaser. After three years, eligible replacement parts and equipment components remain free while you own the chamber, subject to original or compatible replacement parts remaining available. Shipping, labor, and technician travel are charged separately after year three.

Echelon Hyperbarics provides and administers this coverage. You contact Echelon for service; our obligations under this policy do not depend on reimbursement or approval from a manufacturer or carrier.

2. Who and what this policy covers

This policy applies to new chambers purchased from Echelon for personal or home use by the original purchaser. It covers the chamber and equipment supplied by Echelon with that purchase, including compressors, oxygen concentrators, controls, and purchased equipment upgrades identified in the order.

Coverage applies to failures during proper use, including defects in materials or workmanship and age-related failures of nonconsumable components. Proper use means operating and maintaining the equipment according to its supplied instructions. Ordinary aging of a covered nonconsumable component is not, by itself, a reason to deny coverage.

The ownership benefits in this policy apply while the original purchaser owns the chamber and do not transfer on resale, except where applicable law requires otherwise. Commercial purchases have coverage specified in their written commercial proposals; this standard home-purchase policy does not replace those terms or applicable legal rights.

Included standard shipping and covered on-site service apply within the contiguous United States. Delivery and service arrangements for Alaska, Hawaii, U.S. territories, and international destinations must be confirmed separately in writing before purchase.

3. When the three-year period begins

For portable chambers, the three-year period begins on the day after delivery.

For rigid chambers, it begins on the day after Echelon completes the included technician installation. If installation happens later than delivery, the start date follows the completed installation.

Echelon will record the applicable start date in your ownership records. Arrival damage and defects present at delivery remain our responsibility even before the three-year period begins. The start-date rule does not create a gap in protection for those problems.

4. What Echelon pays during the first three years

For a covered failure, Echelon pays the necessary expenses to assess and resolve the problem:

- Diagnostics and troubleshooting.
- Replacement parts and covered equipment components.
- Repair labor.
- Necessary shipping for the repair, including equipment collection and return when needed.
- Echelon-arranged technician visits, travel, and service fees when on-site work is necessary.

We assess the issue and arrange the appropriate service. A technician visit is included when needed to resolve a covered failure; not every claim requires an on-site visit. You do not need to arrange a technician yourself or negotiate reimbursement with the manufacturer.

If a covered chamber problem cannot reasonably be repaired during this period, Echelon will provide an equivalent replacement chamber and arrange the necessary collection, shipping, and included installation at no additional cost. If an equivalent replacement is unavailable, Echelon will refund the chamber purchase price and arrange collection at our expense.

The parts-availability limit for later years does not remove these first-three-year remedies. We will explain the service plan and expected timing for your particular claim; this policy does not promise a fixed repair turnaround.

5. Replacement parts after the first three years

Eligible replacement parts and equipment components remain free for as long as you, the original purchaser, own the chamber, **subject to original or compatible replacement parts remaining available**. After year three, **you pay shipping, labor, technician travel, and related physical service charges**. Echelon's phone and email support remains free.

This benefit covers normal-use failures of the nonconsumable equipment described in Section 2, including failures that occur with age. It is not limited to your supplier's or the equipment manufacturer's original warranty period.

Echelon will supply the original replacement part or a compatible equivalent. If neither can be sourced, this later parts benefit ends for that component. Under this benefit, Echelon does not promise a hardware upgrade to make an incompatible part work, a replacement of the entire chamber, or a cash payment. These limitations do not remove any remedy required by applicable law.

Before arranging customer-paid shipping or work, we will explain the proposed charges and obtain your acceptance. A free replacement part does not mean that installation or shipping is free after year three.

6. What is excluded

This policy does not pay for routine maintenance or the routine replacement of consumables, such as filters and disposable masks. It also excludes customer-caused damage, misuse, and damage caused by improper modifications or repairs.

A covered nonconsumable component does not become excluded merely because it has aged or can be replaced. Equipment that arrives damaged or defective is addressed under the arrival-damage and defective-goods provisions, rather than treated as routine consumable replacement.

Using an independent repair provider does not, by itself, cancel all coverage. Damage caused by an improper repair may be excluded. Contact Echelon before incurring expenses you want covered so we can assess the issue and authorize the work.

If an issue is outside coverage, we will explain why and provide a quote for any proposed paid work. Customer-paid work or shipping requires your acceptance before charges are incurred.

7. Delivery, installation, and arrival damage

Your home purchase includes free standard freight shipping to your address within the contiguous United States. We confirm the delivery arrangements and access requirements in writing before you approve and pay. Special handling or access work beyond the agreed standard delivery must be identified and priced before purchase.

Rigid chambers also include a scheduled professional installation visit. Installation includes positioning the chamber within the agreed accessible setup area, connecting its equipment, and explaining its controls. Installers do not pressurize the chamber. Your first pressurization takes place during an Echelon first-use briefing call.

Freight delivery and the technician visit may happen on different days. Indoor movement, stairs, specialized lifting, and packaging removal are not automatically included; the agreed access and handling arrangements are confirmed before payment. Do not assume that standard freight delivery includes moving a chamber from the delivery point to any room in the property.

Portable chambers can be set up according to their supplied instructions, with Echelon first-use support.

If your chamber arrives damaged, contact Echelon promptly with photographs when possible. We will coordinate the carrier claim and arrange the appropriate repair or replacement at no additional cost to you. You do not have to wait for a carrier reimbursement before Echelon takes responsibility for resolving the damage. An arrival problem that cannot be resolved through repair or replacement is handled through the applicable refund and collection remedy, subject to your legal rights.

8. Lifetime support and requesting service

Free phone and email support is staffed 24 hours a day, seven days a week, throughout the original purchaser's ownership. We help with equipment questions, troubleshooting, and coordinating service. This ongoing assistance is separate from physical repair expenses that become chargeable after year three.

Contact Echelon:

- **Phone:** (802) 322-4420
- **Email:** studio@echelonhyperbarics.com
- **Owner-support availability:** Staffed 24/7

Share your order details, chamber model, and a description of the issue. Photos or a short video can help when available. Our team will assess the problem, explain the coverage, and coordinate the parts, shipping, or technician visit needed.

Echelon authorizes and arranges covered work. Do not ship equipment or book a service provider expecting reimbursement before receiving our instructions. We will quote customer-paid work or shipping and obtain your acceptance before charges are incurred.

Equipment support and first-use orientation do not provide medical advice, treatment plans, or a guarantee of health outcomes. Discuss personal medical suitability with a qualified healthcare provider.

9. Built-to-order purchases, cancellations, and returns

Take the time you need to choose your chamber. Before you approve and pay, we will confirm your model, configuration, price, delivery arrangements, and ownership coverage in writing. We will also help you review room dimensions, access, and power requirements.

Each Echelon chamber is built to order. **Once you approve your invoice and make the required initial payment, your order is final and cannot be canceled or returned because you change your mind.** The required initial payment includes an agreed deposit. Both invoice approval and the required initial payment must occur for this final-sale condition to take effect.

This policy does not limit your warranty coverage, our responsibility for shipping damage or defective goods, or your rights under applicable law. It does not remove legally required cancellation or refund rights, including those arising from applicable shipping-delay rules. Where those rules require it, we will give you the choice to accept a revised shipping date or cancel for a refund.

A covered equipment problem is handled under this warranty and applicable law, rather than treated as a change-of-mind return.

10. Your purchase documents and legal rights

You receive the applicable policy before approving and paying for your order. You can request a free copy from Echelon by phone or email. Keep the policy with your approved invoice and ownership records.

This policy describes Echelon's express ownership commitments and does not exclude or waive rights or remedies provided by applicable law. You may have additional rights that vary by state. Later changes to published policies do not silently replace the terms supplied for an existing purchase.