

Product Warranty

AIRplus Inflator

Standard

The AIRplus Inflator, specifically developed for use with the Soku Minute Mattress, comes standard with a two-year manufacturer's warranty provided by Storopack Nederland B.V. This warranty covers defects in materials and workmanship from the original purchase date or up to 25 km of internal operational usage (approximately 7,500 mattresses inflated), whichever occurs first.

Extended option

5-Year coverage

We offer an optional extended warranty, extending the coverage period to five years from the original purchase date. To qualify for and maintain this extended warranty, customers must meet the following requirements:

1. Mandatory Manufacturer Maintenance after 25 km Usage
 - a. After inflating approximately 7,500 mattresses (equivalent to 25 km of internal operational usage), the AIRplus Inflator must undergo scheduled (carry-in) maintenance performed exclusively by Storopack Nederland B.V. or by an authorized service technician.
 - b. This scheduled maintenance ensures continued reliability, optimal performance, and adherence to safety standards.
 - c. The cost of this scheduled maintenance is €150 (based on 2025 pricing and subject to change, excluding VAT).
 - d. Transport between you and Storopack is at your expense and responsibility. We strongly advise to use an original Soku transport crate for safe transport.
2. Annual Activation Requirement
 - a. Each calendar year, the AIRplus Inflator must be activated to inflate at least five Soku Minute Mattresses.
 - b. Regular activation helps maintain internal mechanisms, seals, and electronics in optimal condition, preventing deterioration through disuse.
3. Annual Warranty Compliance Communication
 - a. Every year, you will receive an email reminder from your authorized distributor. This email will:
 - i. Remind you of the annual activation requirement.
 - ii. Request confirmation of the current operational usage (kilometer count) from your AIRplus Inflator.
 - iii. Provide instructions on how to submit this information clearly and efficiently.
 - b. Depending on specific agreements with the authorized distributor, deviations from this protocol may occur, and maintenance verification may instead be performed by the authorized distributor directly.

Important Notes

- Failure to comply with the above-stated maintenance and activation requirements will result in forfeiture of the extended warranty coverage. In such cases, coverage will revert to the standard two-year period, subject to the original usage limit of 25 km.
- Maintenance, repairs, or modifications performed by unauthorized third parties will void warranty coverage.
- All transportation costs associated with maintenance and service are the responsibility of the AIRplus Inflator owner, unless otherwise stated.

For questions, maintenance scheduling, or further assistance regarding your warranty coverage, please contact the authorized distributor from whom you purchased the AIRplus Inflator.

Version
Release date

1
20-3-2025

Soku info@soku.global - www.soku.global

Soku is a brand and registered trade name of Oomph Productions B.V.
Chamber of commerce, the Hague: 86129767
VAT: NL863871938B01
Headquartered in Delft, The Netherlands

The Soku Minute Mattress system is patented by Oomph Systems B.V. and under licences produced and distributed by Oomph Productions B.V.
The AIRplus® Inflator is a modified version of the AIRplus® MINI-Cushion, a Storopack product which has been custom adapted for Soku specifically for the manufacture of Soku Minute Mattress.