

Product Warranty

For Kelco products purchased in Australia

CONSUMER PRODUCT WARRANTY

When you purchase a Kelco product, you have the peace of mind in knowing that your product is covered by Kelco's Standard Warranty. The Kelco Standard Warranty is provided by Kelco Engineering Pty Ltd (ABN 002 834 844), 9/9 Powells Road Brookvale NSW 2100 AUSTRALIA.

GENERAL TERMS AND CONDITIONS

1.1 The benefits given to you in Kelco's Standard Warranty are in addition to other rights and remedies you have under law in relation to the products to which Kelco's Standard Warranty relates. Kelco products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

1.2 Subject to section 1.1 and the terms below, as your Standard Warranty Kelco agrees to repair or replace at Kelco's cost the Kelco product purchased by you in Australia directly from Kelco or from a Kelco Authorised Dealer when the product does not perform in accordance with the manufacturer's specifications during the Warranty Term specified for the product, from the date of purchase.

1.3 To make a claim under the Standard Warranty you will need to:

(a). Contact Kelco Engineering to register your claim by telephone on (02)99056425 and provide the details to enable Kelco to assess the claim.

(b). Provide or make the product available to Kelco Engineering for evaluation. If you are required to return the product to Kelco for repair replacement or evaluation, Kelco will provide delivery details and a return goods authorization number to you.

(c). Please note, you will need to submit proof of purchase (e.g. bill of sale, invoice or purchase receipt) with your claim. You will also need to provide your contact details and return address.

1.4 Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the product. Replacement of the product or a part does not extend or restart the Warranty Term.

1.5 The product will be at the owner's risk whilst in transit to and from Kelco Engineering, unless transported by Kelco or its Authorised representatives.

1.6 Kelco Engineering may seek reimbursement of any costs incurred by them when the product is found to be in good working order.

GENERAL EXCLUSIONS AND LIMITATIONS

2. To the full extent permitted by law, but subject always to 1.1, the Standard Warranty will not apply:

2.1 If the product has not been installed, operated, maintained or used in accordance with the manufacturer's instructions or specifications provided with the product.

2.2 If the factory-applied serial number has been altered or removed from the product.

2.3 To damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, mis-adjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, flood, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any liquid, insect, vermin or foreign object in the product.

2.4 To damage arising during transportation, installation or while moving the product, or to any transportation costs of the product or any parts thereof to and from the owner, unless otherwise specified in these warranty terms.

2.5 To any third-party software or hardware not contained in the product as originally configured by the manufacturer.

2.6 To any failure, to the extent that the failure is not a failure of the product to perform in accordance with its specifications.

2.7 To replacement or repair of any (1) consumables (including cables, paddles and circuit boards), or (2) lost parts or accessories.

2.8 To service of any product whilst it is outside Australia.

2.9 To any wear and tear if the product is used in commercial, industrial, rural, educational or rental applications.

3. To the full extent permitted by law but subject always to section 1.1:

3.1 Kelco will not be liable for any loss, damage or alterations to (1) third party hardware or software; or (2) any part of the product, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.

Consumer Standard Warranty Terms

All Kelco products have a 1 year warranty.

For further details please contact Kelco Engineering Pty Ltd www.Kelco.com.au