

# MANUFACTURER'S WARRANTY AGAINST DEFECTS GENERAL



## Manufacturer's details

This manufacturer's warranty against defects is given by iZone Pty Ltd ACN 606 666 942 ("Us," "We," "Our").

Our contact details are as follows.

Business address: Unit 1, 40 King Edward Street, Osborne Park WA 6017  
Telephone: +64 8 6556 6415  
Email: supportdesk@izone.com.au

## What products are covered by this warranty?

This warranty applies to all new products (excluding Nova systems) manufactured by Us ("Products"), and sold by Us or Our authorised distributors, resellers or dealers, unless expressly excluded by Us.

Labour costs or service fees are excluded from this warranty.

## To whom is this warranty given?

This warranty is given to the original purchaser of the Products ("You," "Your").

You may only transfer or assign the benefit of this warranty with our prior written consent. This warranty is otherwise non-transferrable.

We may transfer or assign Our rights and/or obligations under this warranty.

## Application and warranty period

Subject to any separate warranty given by Us with respect to commercial projects, We warrant that Our Products shall be free from all operational defects due to faulty design, materials and/or workmanship for a period of five (5) years from the date of purchase ("**Warranty Period**").

You may receive an extended warranty if you properly register the Product by completing, and providing to us, the registration form supplied in Product user manual or by downloading a copy of the registration form from our website. If you have properly registered the Product, we warrant that the Product shall be free from all operational defects due to faulty design, materials and/or workmanship for a period of eight (8) years from the date of purchase.

Registration must be completed within sixty (60) days of the date of purchase.

All invoices must be paid in full before any warranty claims can be accepted by Us and all warranty claims must be made within the Warranty Period.

## No extension to warranty period

Repairs and/or replacements carried out under this warranty will not extend the warranty period, nor will they result in the warranty period being restarted, nor a new warranty period being initiated.

The warranty period for any replacement parts or new Products installed will end upon the expiration of the initial warranty period.

## Our obligations under this warranty

At Our election, and subject to the terms of this warranty, We will either repair or replace the Products, if:

1. We consider that the Products have a defect caused by faulty design, materials, or workmanship; and
2. You make a claim under this warranty within the warranty period, and in the manner set out herein.

We may charge a service fee to inspect any Products that are the subject of a claim under this warranty. If We, or Our authorised representative, inspect the Product and determine the Product to be defective, then We may, waive or refund the service fee (or a portion thereof).

## What is covered under this warranty?

This warranty covers Product defects directly resulting from faulty design, materials and/or workmanship.

## What is expressly excluded from this warranty?

For the purposes of this warranty, We will not be obliged to repair and/or replace any Products as a result of defects attributable to damage caused by:

1. fair wear and tear (i.e. wear and tear attributable to ordinary, regular use of the Products);
2. misuse, abuse, impact, neglect or accidents;
3. modifications, alterations or repairs made by any person other than Us or Our authorised representatives;
4. exposure to chemicals;
5. excessive exposure to steam, moisture, heat or other climatic conditions, including, without limitation, corrosive environments;
6. electrical power surges or electrical brownouts;
7. insects or animals;
8. natural events or disasters, including, without limitation, fire, high winds, rain, hail and/or storms;
9. failure to follow any instructions or procedures with respect to measurement, installation, operation, or adjustment of the Products;
10. misapplication of the Products or incorrect designed air-conditioning or electrical systems; and
11. inadequate or improper cleaning and/or maintenance of the products specified or recommended by Us.

To the extent permitted by law, this warranty expressly excludes:

1. the costs of uninstallation and removal of the defective Products;
2. the costs of re-installing the repaired or replaced Products;
3. all freight, shipping, handling and other charges associated with the return of the defective Products or the delivery of the repaired or replaced Products;
4. third party goods; and
5. damage to personal property, including without limitation, furniture, carpets, walls, ceilings, foundations, vehicles or any other consequential or indirect loss suffered either directly or indirectly as a result of defect or malfunction of the Products, including, without limitation, loss of profits, loss of revenue, loss of any contract value, loss anticipated profits or damages for lost opportunity, whether under contract, in tort, pursuant to statute or otherwise.

## How to make a claim under this warranty

To make a claim under this warranty You must within seven (7) days of the discovery of the defect (and, in any event, before the expiry of the warranty period) complete and send to Us or Our distributor/agent the warranty claim form, which may be downloaded from Our website, accompanied by proof of purchase documentation (and all other information reasonably requested by Us to assess Your warranty claim).

Upon receipt of Your warranty claim form and proof of purchase documentation, We will contact You to determine the extent of the defect.

If there is a defect with the Product that is covered by this warranty, then We or Our distributor/agent will at Our/their option:

1. require You, at Your sole cost and expense, to have the defective Product, or defective component part, delivered to Us or Our distributor/agent; or
2. provided the site where the Product is located is located in the Perth metropolitan area, send a service technician to effect repairs to or replacement of the Product, save that the reasonable travel expenses (including travelling time) of the technician must be paid by the Customer.

You shall be responsible for all freight and other charges incurred in the return of a defective Product, or any defective component parts of a Product, to Us or Our distributor/agent for inspection or repair. You shall also be responsible for all freight and other charges incurred in the return of the Product from Us or Our distributor/agent to You and We may require payment of such charges prior to dispatching the Product or components.

In order to complete repairs or replacement of a Product in accordance with the immediately preceding paragraph, We require safe and ready access to the site and each Product including, where required, via scaffolding and access panels. If We or Our agent considers access to the site or Product to be unsafe or not readily available, We or Our agent will not commence, or will cease all work to repair or replace the Product. All costs incurred in the obtaining of safe and ready access to the site and Product shall be payable by You.

Any services requested by You outside of the scope of this warranty will be charged to in accordance with the following schedule of charges ("**Charges**"):

The Charges are subject to variation by Us from time to time.

Description	Charge
Call out fee (inclusive of the first hour on site)	\$165.00 (plus GST)
Hourly labour rate (applicable after the first hour on site)	\$100.00 (plus GST)

Any replacement parts not covered by this warranty shall be charged in accordance with Our prevailing price list as at the date of supply.

We will replace, or conduct repairs to, a Product as soon as practicable but will not be liable for any loss or damage caused by any delay. During transit, Products shall be at your sole risk.

## This warranty is in addition to other legal rights you may have under the Australian Consumer Law

The following section only applies if you are considered to be a 'consumer' for the purposes of the Australian Consumer Law, as set out in Schedule 2 to the *Competition and Consumer Act 2010* (Cth).

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law:

For a major failure with a good, You are entitled to a replacement or refund and compensation for any other reasonable foreseeable loss or damage. If the failure does not amount to a major failure and if the goods fail to be of acceptable quality, You are also entitled to have the goods repaired or replaced; and

For major failures with a service, you are entitled to cancel your service contract with Us and obtain a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss of damage. If the failure does not amount to a major failure You are entitled to have the problem with the service rectified in a reasonable time and, if this is not done, to cancel any contract and obtain a refund for the unused portion of the contract.