



ALLCATER PTY LTD

WARRANTY

This Warranty

This appliance has been carefully inspected and tested by **ALLCATER PTY LTD** Should there be any defects in workmanship and materials, this warranty will cover you for the periods specified below, starting from the date of your purchase.

AREAS WITH IN 250KM RADIUS FROM INGLEBURN NSW OR CLAYTON SOUTH VIC

Warranty Period: FULL One Year ONSITE WARRANTY

AREAS IN EXCESS OF 250KM RADIUS

Warranty Period: FULL One Year BACK TO WAREHOUSE (onsite can be arranged but surcharge will apply according to location.)

During this period of warranty, any such defect will be repaired free of charge*, either by repair or replacement of parts at the manufacturer's discretion. If your appliance fails to operate satisfactory, please notify **ALLCATER Pty Ltd**.

All claims should include: Model number of the unit, the serial number of the unit, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect. If we do not receive full proof of purchase we are not able to proceed with the warranty claim. So please safely retain all your evidence of purchase.

* Refer to Conditions of Warranty

Exclusion of This Warranty

This warranty does not cover damage caused by misuse, neglect or accidents, failure to keep the unit clean and functional, or attempts to repair by unauthorized personnel.

ALLCATER Pty Ltd responsibility ceases under this warranty if:

- The customer has not properly maintained the equipment in accordance with instructions as per **ALLCATER Pty Ltd** operating/maintenance manual, literature or directions issued by **ALLCATER Pty Ltd** personnel
- The customer fails to observe commonly accepted operating practices.
- Equipment fails through misuse, abuse, alterations, incorrect installation, power surges or Acts of God such as flood, fire and accidental damage thereof.
- The customer permits persons other than those authorised by **ALLCATER Pty Ltd** to perform or effect repairs or adjustments to the equipment.
- Repairs are made using spare parts or replacements not of the same make as those supplied originally as components of the equipment unless authorised by **ALLCATER Pty Ltd** personnel.
- Authorised representatives of **ALLCATER Pty Ltd** are denied full and free rights of access to the equipment for inspection at a convenient time.
- The warranty repair work is to be performed outside normal business hours as noted in this warranty.
- The equipment is manufactured to the customers own design and subsequent non performance or operation of the equipment as a result of a design fault

Specifically excluded under any ALLCATER Pty Ltd warranty is:

- Fair tear and wear & maintenance issues, are NOT covered under this warranty.
- Availability of service personnel is between the hours of 8.30am and 4.30pm, Monday to Friday. Service work required outside these hours will be at the customer's expense, except in the instance of authorization in the form of an order number supplied by authorised **ALLCATER Pty Ltd** personnel. **ALLCATER Pty Ltd** does not guarantee that warranty service requirements will be carried out within any particular time frame.
- Warranty claim will not be accepted unless authorised by **ALLCATER Pty Ltd** personnel prior to commencement of service work.
- Note that the contents (product) risk and insurance responsibility remains at all times with the customer.

Please Note:

No part or assembly which has been subject to accident, alteration, abuse or misuse, or which is not installed, maintained or serviced in accordance with this manual will be covered by this warranty.

ALL SERVICE WARRANTY WORK MUST BE CARRIED OUT BY AN APPROVED **ALLCATER Pty Ltd** SERVICE AGENT.