

PRODUCT WARRANTY

Limited Warranty terms and conditions: Model SD-03 Ceiling Hatch Door Opener

Robot Electronics Pty Ltd (hereafter referred to as Robot Electronics and Robot) warrants that the Equipment shall be free of any faulty parts or workmanship for a period of 12 months from the purchase date, being the date the Equipment left Robot Electronics factory. The warranty is subject to the following conditions:

1. The Equipment must be installed to Robot Electronics' specifications and connected to a door which is in good working order. Any use of NON RECOMMENDED switching / triggering devices and / or P.E Beams or sensors, if resulting in the failure of the Robot Equipment, shall invalidate any warranty claim.
2. The Customer shall inform Robot Electronics as soon as a warranty claim arises.
3. Upon contacting Robot Electronics, the Customer shall arrange delivery of the Equipment from site to Robot Electronics suitably packed to prevent damage in transit. The Customer shall be responsible for and shall pay all packing and freight costs to Robot Electronics Heathcote NSW and if the said warranty claim is validated Robot Electronics shall pay return freight to the Customers office only. If the Warranty claim is not validated, return freight along with all repair work shall be paid by the Customer.
4. The Customer shall include with the Equipment a NOTICE IN WRITING SPECIFYING THE FAULT, TOGETHER WITH A COPY OF THE ORIGINAL PURCHASE ORDER, TAX INVOICE, SALES DOCKET OR OTHER DOCUMENTATION EVIDENCING THE PURCHASE OF THE EQUIPMENT FROM ROBOT ELECTRONICS. NO WARRANTY CLAIM WILL BE VALIDATED UNLESS THE CUSTOMER CAN ESTABLISH PURCHASE OF THE EQUIPMENT FROM ROBOT ELECTRONICS.
5. Robot Electronics shall examine the Equipment upon delivery to Heathcote NSW factory. Robot may either validate or invalidate the warranty claim. If warranty is validated Robot shall repair or replace any faulty parts or rectify any faulty workmanship free of charges to the Customer, and shall arrange for the Equipment to be returned to the Customer's office at Robot Electronics' expense and shipping means. Robot does not warrant that repair and re-delivery shall take place within any particular period, and shall not be liable for any loss or consequential damage while the Equipment is being repaired or out of commission.
6. Robot Electronics may invalidate a warranty claim if the defect complained of has arisen, wholly or partially, for any reason other than faulty manufacture, parts or labour. If Robot invalidates the warranty claim, it shall inform the Customer of same. Robot Electronics shall repair the Equipment at the Customer's request, provided that the Customer shall pay Robot Electronics its usual charges in respect of such repair within agreed terms from the date of invoice. The Customer shall be responsible for re-delivery charges of the Equipment to the Customer's office and/or to site.
7. If the Equipment is sold and/or installed through the Customer's onselling Agent, the said Agent is responsible for notifying its supplier of a warranty claim and returning the Equipment to its supplier, being Robot Electronics' Customer. Neither Robot Electronics or its Customer shall be under any obligation to cover Agent's call out charges and/or labour costs in relation to returning the Equipment to its supplier.
8. In the event where the Equipment cannot be returned to Robot Electronics and Robot is asked to perform warranty work on site, Sydney Metropolitan Area only, clear access for inspection and/or repairs is to be made available. If required, scaffold and/or scissor lift hire costs are NOT included in warranty related work and will be chargeable to the customer. Faulty parts will be replaced inclusive of labour under validated warranty conditions. Additional repair work carried out by Robot Electronics whilst on site, relating to incorrect installation of Robot Equipment by others and/or Auxiliaries, shall be chargeable. If Robot Electronics invalidates a warranty claim on site, any charges relating to parts and labour shall apply along with the initial call out charge.
9. The Customer requesting service shall be responsible for and shall pay all costs including service call out charge, parts and labour if Robot Electronics is sent on site to repair the Equipment and warranty is invalidated.
10. In the event where the Customer wishes to repair the Equipment themselves, a Purchase Order for the required parts shall be forwarded to Robot Electronics. Parts will be dispatched by Robot Electronics to the Customer. The Customer's or third party call out charges, labour costs and/or costs for additional parts required shall be wholly the responsibility of the Customer and/or third party and Robot Electronics shall not be under any obligation to cover these costs. The replaced part shall be returned to Robot Electronics, within 14 days from receipt of the original replacement part at the Customers expense, for warranty validation. If warranty is validated a credit will be issued to the Customer for the cost of the replacement part supplied and freight costs, to the Customers office only. If the replaced part is not returned within 14 days the Customer shall be invoiced for the replacement part inclusive of freight, if freight by Robot Electronics. If the Customer wishes to repair the Equipment, all future warranty claims for said Equipment will be invalidated. Use of non original Robot Electronics parts will also invalidate warranty.
11. Parts replaced by Robot Electronics under new Equipment warranty claims conditions will be warranted for a period of 12 months from original warranty claim, inclusive of labour costs.
12. Robot Electronics warrants Equipment repair work, carried out by Robot Electronics, of specific parts inclusive of labour, outside of new Equipment warranty period, for a period of 90 days from repair date subject the Robot product warranty terms and conditions.
13. Tampering with any part of the Equipment voids warranty and Robot Electronics will not be held liable for damage or personal injury associated with misuse.
14. To the fullest extent permitted by law, all other warranties are expressly negated, and Robot Electronics shall not be liable to the Customer in respect of any loss or damage, whether direct, indirect or consequential, arising out of the Customer's purchase, use or non-use of the Equipment, including without limitation, any fault in respect thereof.