



**EBARA** PUMPS AUSTRALIA PTY. LTD.  
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## CONSUMER WARRANTY

This warranty is given in addition to the consumer guarantees found within the Competition and Consumer Act 2010 (Cth)

Ebara Pumps Australia Pty Ltd. (Ebara Pumps Australia) warrants that all products supplied by it are free from defects caused by faulty workmanship or materials for a period of 12 months from date of original purchase, or a period as specified in any official sales brochure, technical data or the Ebara Pumps Australia web site. Ebara Pumps Australia warranty does not cover failure caused by misapplying the product i.e. in a manner inconsistent with the technical data, or if the product has been installed in a manner that is detrimental to the product, or is outside any guidelines that are contained within the operating & maintenance manual that is supplied with the pump. The warranty does not cover consumable items such as mechanical seals and capacitors or the failure of parts due to "fair wear and tear". The product will be inspected for any signs of, but not limited to, neglect, misuse, misapplication, inadequate protection against weather elements, under or over voltage or use or operation for purposes other than those for which the product was designed.

If a product supplied by Ebara Pumps Australia, is, in the opinion of the end user, faulty due to defects caused by workmanship or materials, the end user must return the product to the place of purchase for inspection and provide:

- a) proof of purchase;
- b) details of the installation;
- c) symptoms of failure;
- d) any other information as may be necessary to determine the cause of failure.

Costs incurred by the removal and refit of the product and transport costs from the original place of purchase to Ebara Pumps Australia if further inspection is required shall be borne by the end user. If inspection of the pump is required by Ebara Pumps Australia, an inspection fee of \$55.00 will apply. This fee is fully refundable if the product is found to be defective due to faulty workmanship or materials.

Ebara Pumps Australia reserves the right to make reasonable requests for more information regarding the installation and application of the product.

Ebara Pumps Australia reserves the right to refuse to repair or inspect products that are suspected to be contaminated by substances that may pose a risk to health or the environment.

If, in the opinion of Ebara Pumps Australia, the product is defective due to faulty workmanship or materials, Ebara Pumps Australia will repair, replace or refund the cost of the product and return it to the place of original purchase at Ebara Pumps Australia's expense.

Our goods 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 compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.