

LEADSUN PRODUCT WARRANTY TERMS & CONDITIONS FOR SALES IN AUSTRALIA & NEW ZEALAND

The 5 Year LEADSUN limited warranty applies only to LEADSUN branded products that have been purchased for sale directly from within the Australian / New Zealand territory.

What This Warranty Covers

LEADSUN INTERNATIONAL & LEADSUN AUSTRALIA warrants that all products we manufacture and distribute have passed strict design and performance testing. Each product purchased is free from defects in materials and workmanship under normal use during the warranty period. The warranty period for the products starts on the original date of purchase specified on your sales receipt or invoice unless LEADSUN informs you otherwise in writing. The warranty period and type of warranty service that applies to your product are designated on the warranty card of the product or obtained in writing via a Leadsun authorized representative.

How to Obtain Warranty Service

If the product does not function as warranted during the warranty period, firstly try to trouble shoot the problem as indicated on the rear of the instruction manual, alternatively contact LEADSUN AUSTRALIA directly to help diagnose and resolve your query via e-mail, phone or on-site assistance. If the problem is caused by installing the product in an inappropriate location or the product is incorrectly installed; Leadsun will only provide technical advice and assistance in finding a suitable remedy for the problem.

Some problems can be resolved with replacement parts that you can be installed by a suitably qualified trade's person. These components are referred to as a "Customer Replacement Unit" or CRU. In the event of a part requiring replacement, a CRU can be obtained from LEADSUN AUSTRALIA. If the problem persists and cannot be diagnosed and solved, or the CRU component still doesn't remedy the problem, LEADSUN AUSTRALIA will replace the product with another identically functionally equivalent product.

Replacement of a Product or a Part

When warranty service involves the replacement of a faulty product or part, the faulty product or part becomes LEADSUN's property. Only unaltered LEADSUN products or parts are eligible for replacement. The replacement product or part provided by LEADSUN may not be new, but it will be in good working order and quality and be functionally equivalent to the original product or part. The replacement product or part will be Warranted for the balance of period remaining on the original product.

What this Warranty does not cover

This warranty does not cover the following:

- a) Failure or damage resulting from misuse, accident, modification, installation unsuitable physical or operating environment, natural disasters, power surges, or improper maintenance by non-authorized persons.
- b) Failure of, or damage caused by, any third party products, including those that the end-user may provide or integrate into the LEADSUN product that has not been authorized by LEADSUN AUSTRALIA.