

VANROOY PREMIER CARE WARRANTY

Van Rooy Machinery (Vic) Pty Ltd (Vanrooy) warrants that products are free from defects from manufacture. Any proven defects will be rectified by Vanrooy free of charge within reasonable time limits and to terms and conditions set below.

Before using this product, please review the terms and conditions below, along with any user or instruction manuals. Use of the product indicates your acceptance of these terms and conditions.

- This Warranty becomes effective from date of delivery.
- Our warranty is applicable to products purchased and installed in Australia only.
- Warranty claims may be made by telephone or email. However, all verbal claims must be confirmed in writing.
- Van Rooy Machinery reserves the right to require return of all claimed defective parts.
- Damage to the products, malfunction or failure caused by incorrect voltage, alteration, accident, misuse, neglect, abuse, misjudgement, lightning strike, thunderstorm, hail, flood, fire, infestation, corrosion or other conditions beyond the control of Vanrooy, tampering by unauthorised persons, faulty interfaces, allowing any foreign matter to enter or obstruct the product, shall in no way be considered as a defect of the product and are excluded from any warranties.
- Under the terms of this warranty, the repair or replacement of products shall be at the option of the company or its Authorised Service Centre, if a replacement product is supplied, warranty remains based on the original date of purchased.
- All costs of re-installation, relocation, cartage, freight, mileage expenses and insurance are to be paid by the claimant.
- For return to base services, the user must ensure that goods are packed properly in appropriate (preferable original) packing. Any damage due to transport or improper packing will be at the consumers own risk and expense.
- All service work is to be conducted by a Vanrooy Authorised Service Centre with appropriate electrical license. Failure to comply with these conditions will invalidate any warranty.
- Vanrooy will not be liable for any loss or damage whatsoever.
- Unclean air and or moisture in the air that leads to pneumatic failure or corrosion does not constitute warranty.
- No, poor or insufficient dust extraction which leads to either electrical or mechanical failure (or both) voids warranty.
- Incorrect operation or using the machine outside the manual stated specifications or for the purpose in which it was designed will void all warranties.
- Van Rooy will ship any replacement part(s) in as expeditious manner as possible.
- Mechanical and Electrical parts are warranted for a period of 2 years from date of delivery for all standard equipment. Custom equipment and industrial equipment are warranted for a period of 12 months or as per the manufacturer's warranty.

- During the first 2 years for standard equipment and 1 year for custom equipment or industrial equipment, Van Rooy Machinery will complete the repair or reimburse the Authorized Agent or Purchaser for the cost of reasonable labour during normal working hours, 8.00 am - 4.00 pm, Monday to Friday excluding public holidays to remove the failed part(s) and install the replacement(s). After this period all charges will be the Purchasers responsibility.
- After the initial warranty has expired, any replacement parts are warranted for 3 months excluding labour.
- This Warranty may not be changed or modified and is not subject to any other Warranty expressed or implied by any other Agent, Dealer or Distributor unless approved in writing by Vanrooy in advance of any claim being filed. This Warranty gives you specific legal rights which vary from State to State.
- Van Rooy Machinery reserves the right to make the final decision on all Warranty coverage questions. The decision of the Company is final.
- The Warranty is not transferrable and is only applicable to the original purchaser.

WHAT IS COVERED:

- Parts that fail due to defects in material workmanship.
- Parts that fail due to faulty assembly by Vanrooy or the manufacturer.
- Parts that fail due to improper set up by Vanrooy or the manufacturer.

WHAT IS NOT COVERED:

- Parts that fail due to improper usage or overloading of the machine.
- Parts that fail due to lack of preventative maintenance.
- Parts that are impacted by the use of foreign or inappropriate substances such as vegetable type oils.
- Parts that fail due to abuse, misuse or modification.
- Parts that fail due to incorrect or faulty gas, electrical or water supply or drainage.
- Normal wear parts such as conveyor belts, 'v' belts, 'o' rings, scraper & slicer blades, etc.
- Glass and plastic parts such as oven door glass, light globes, light covers, safety covers, etc.
- These parts are warranted to be in satisfactory operating condition at time of delivery and initial start - up. Claims on such parts must be made immediately.
- Loss of time, potential revenue and/or profits and stock/product and ingredient loss.
- Personal injury or property damage resulting from the operation of the machine.