

CleanAIR®

maxisafe.

WARRANTY REGISTRATION FORM

THIS WARRANTY SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES

YOU MUST REGISTER YOUR CLEANAIR PRODUCT:

<https://cleanair.maxisafe.com.au/product-registration/>

For your record and to assist in establishing date of purchase [necessary for in-guarantee service] please keep your purchase docket and this form completed with the following particulars:



Purchased From

Address of Dealer

Purchase Date

Model Number

Serial Number

PRESENT THIS FORM WITH YOUR PURCHASE DOCKET WHEN WARRANTY SERVICE IS REQUIRED.

Techware Pty Ltd

MELBOURNE | SYDNEY | BRISBANE | PERTH

All Enquiries: 1300 062 947 | sales@maxisafe.com.au

CleanAIR® by Maxisafe PAPR Warranty Policy

Warranty Coverage:

Techware Pty Ltd provide the following warranty in relation to any CleanAIR product (and any accessory supplied with it) that has been purchased in Australia).

This CleanAIR product warranty does not apply to any parallel imported product and does not apply to any CleanAIR products that are not purchased from Techware Pty Ltd.

The period of warranty will commence from the date of purchase of the product.

This warranty applies when a product is determined by Techware Pty Ltd to have a defect in its material or workmanship. The duration of the warranty period is 2 years for PAPR units and 1 year for battery components, from the date of purchase. This excludes filter products.

Warranty Exclusions:

The following scenarios are not covered under the warranty:

- a) The product fault, failure or damage is caused as a direct result of any repairs to the product which are made or attempted by a service provider other than Techware Pty Ltd, or an authorised service centre. Including damage caused by using non-original or unauthorised parts and accessories.
- b) The product is subjected to normal wear and tear. Parts including, but not limited to filters, batteries, clips and seals must be regularly inspected so that the wear and tear on such parts do not lead to failure of the tool.
- c) The product has not been used or maintained in accordance with the manufacturer's instructions (if any) as provided with the product, including the incorrect care when changing or replacing filters.
- d) The consumer uses the product in an abnormal manner. For example, if the product is abused, misused, dropped, crushed, impacted with any hard surface, exposed to extreme heat (including fire) or cold, not maintained properly, or used after partial failure.
- e) Damage to the product is caused by sand, water damages, rust corrosion, fire, vermin and/or insect infestation, power outages or surges, or inadequate or improper voltage or current.
- f) The product has been modified, incorrectly adjusted or operated, subjected to incorrect electrical supply or inconsistent electrical supply, or used within appropriate accessories.
- g) The product is tampered with any way, or if the damage has been caused by an extraordinary event or circumstance beyond the control of the consumer or Techware Pty Ltd.
- h) The product's serial number, as applied by the manufacturer, has been altered or removed from the product.
- i) Products beyond the extent of the warranty period.
- j) Lack of evidence proving the original purchase of the unit.

Hazardous Material

Consumers are responsible for the care and cleaning of their product prior to sending it to our Inspection/Service Centre. Any product being sent to us must be cleaned. It is an Occupational/Work Health and safety risk for our staff to inspect, repair or service a product that has come into contact with a hazardous substance. If we are asked to inspect, repair or service a product that has come in contact with a hazardous substance such as asbestos or silica dust (in our opinion) we may not be able to inspect, service or repair the product. If this is the case, we will inform the customer and the product will be returned to the customer. Techware Pty Ltd reserve the right to refuse or inspect, repair or service a product which has been exposed to a hazardous substance (in our opinion) such as asbestos or silica dust.

Warranty Claim Process:

To file a warranty claim, the customer must follow these steps:

1. The product must be registered at: <https://CleanAIR.maxisafe.com.au/product-registration/>
2. Contact our Customer Support Team: If you encounter an issue covered by the warranty during the warranty period, promptly notify our customer support team. You can reach them via sales@maxisafe.com.au, and they will guide you through the claim process.

3. Provide Necessary Information: The customer must provide the following information when filing a warranty claim:

- Full name and contact details (email address, phone number).
- Product model code and serial number.
- Proof of purchase (receipt or invoice).
- Video & photo evidence of issue.
- Detailed description of issue.
- Description of the work being done with the unit i.e. stone cutting, mold removal, welding, etc.

4. Troubleshooting Assistance: Before proceeding with the warranty claim, our customer support team may provide troubleshooting assistance to resolve the issue remotely.

5. Product Inspection (if required): In some cases, the customer may need to send the product back to our warehouse for inspection.

6. Evaluation and Resolution: Upon receiving the product, our technical team will conduct a thorough inspection to determine whether the reported issue is covered under warranty. If eligible, we will repair or replace the product at no cost to the customer.

7. Return Shipment (if applicable): For products that require repair or replacement, we will cover the shipping costs for returning the product to the customer.

Repaired or Replaced Products:

If the product is deemed eligible for warranty coverage, Techware Pty Ltd will, at its discretion, either repair or replace the defective product or defective parts of the product. If the same model is not available, we may provide an equivalent or alternative product.

Customer Responsibilities:

To maintain the warranty coverage, customers must:

- a. Use the PAPR product strictly in accordance with the instructions provided in the product manual.
- b. Keep the product in proper and clean condition, adhering to maintenance guidelines.
- c. Refrain from tampering with or modifying the product in any way.
- d. Store the product in a safe and appropriate environment when not in use.
- e. Show the original receipt as proof of purchase.

Limitation of Liability:

Under no circumstances shall Techware Pty Ltd be liable for any indirect, consequential, or incidental damages arising from the use or inability to use the CleanAIR PAPR product. Our liability is limited solely to the repair or replacement of the defective product as stated in this warranty policy.

Governing Law:

The benefits provided to the consumer in this warranty are in addition to other rights and remedies of a consumer under the Australian Competition and Consumer Act 2010 (Australian Consumer Law), the New Zealand Consumer Guarantees Act 1933 and any other laws in relation to the product to which this warranty relates. This Warranty: (a) Covers the product against faulty materials or workmanship; and (b) Covers the replacement of parts, the repair labour used, a refund of the price of the product or other compensation for the remainder of the warranty period. This CleanAIR product warranty is only applicable to purchase from Techware Pty Ltd.

Updates to Warranty Policy:

Techware Pty Ltd reserves the right to update or modify this warranty policy at any time. Customers will be notified of any changes via the company's official website or other appropriate communication channels.

Contact Information:

For any warranty-related inquiries or assistance, please contact our Customer Support Team at: sales@maxisafe.com.au

By purchasing and using our CleanAIR PAPR products, customers agree to abide by the terms and conditions outlined in this warranty policy.

Techware Pty Ltd
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