

EdgeIQ Warranty



EFFECTIVE DATE

The date of installation of your EdgeIQ

APPLIES TO

Product name EdgeIQ

Offered by Edge Electronics, 696 Bourke St Melbourne 3000

Product Model Number EE-202-0050 Series

Configuration 5KVA, Single Phase, 240 VAC

2 YEAR WARRANTY

Edge Electronics warrants that your EdgeIQ will be free from defects for two years following its initial installation date.

Note that this Warranty (including its duration) is subject to a number of important exclusions and limitations, as well as certain conditions being met. These are set out in detail below.

This warranty is provided in addition to, and does not exclude, restrict or limit any rights a customer has under the Australian Consumer Law. 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. 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.

REMEDIES

Unless otherwise agreed in writing by Edge Electronics, Edge Electronics warrants to repair or replace (at Edge Electronics' option) your EdgeIQ by Edge Electronics, in its sole and absolute discretion, determines are defective in materials or workmanship under normal use and service, from the initial date of installation, up to the expiration of the customer's warranty period.

While your EdgeIQ is in custody of Edge Electronics for investigation or repair, it will be at your risk and Edge Electronics or its employees or agents will not be liable for any damage to your EdgeIQ. Parts and labour for repair or replacement under warranty will be provided by Edge Electronics during normal working hours at a place of business of Edge Electronics and Edge Electronics will have no liability for the cost of transportation of your EdgeIQ to such a place of business. All rejected parts or defective parts will be the property of Edge Electronics to dispose of as it sees fit.

GENERAL EXCLUSIONS

Any deviation in treatment, handling, installation and/or use from the installation or operations manuals, and/or failure to register your EdgeIQ or failure to maintain an adequate internet communications connection may void this warranty. This includes events such as operating the unit in conditions that exceed regulatory guidelines.

This warranty does not apply to any defect or shortfall resulting from any of the following, each of which may result in your warranty being voided: (i) abuse, misuse or negligence, (ii) accidents or force majeure events, including but not limited to lightning, flood, earthquake, fire, or other events outside the reasonable control of Edge Electronics; (iii) storage, installation, commissioning, modification or repair of your EdgeIQ that are performed by anyone other than Edge Electronics or Edge Electron's appointed installer or; (iv) failure to operate or maintain your EdgeIQ in accordance with the manual or any instruction provided by Edge Electronics; (v) any attempt to modify your EdgeIQ without the express written consent of Edge Electronics; or (vi) removal and reinstallation of the EdgeIQ at a location other than the original installation location, without the express written consent of Edge Electronics.

In addition, this warranty does not cover (i) normal wear and tear or deterioration, or superficial defects, dents or marks that do not impact the performance of your EdgeIQ; and (ii) theft of your EdgeIQ or any of its components.

LIMITATION OF LIABILITY

You acknowledge and agree that Edge Electronics will not be liable for any loss or damage (including consequential loss or damage, which includes without limitation, loss of profits and loss of revenue) of any kind whatsoever, even if due to Edge Electron's negligence, including our employees and/or agents.

To the fullest extent permitted by law, the liability of Edge Electronics will be limited to, other than in the case of a major fault, at Edge Electron's absolute discretion, to the replacement of the EdgeIQ, the repair of the EdgeIQ, the supply of equivalent EdgeIQ or the cost of replacing or repairing the EdgeIQ or of acquiring an equivalent EdgeIQ. If the EdgeIQ is repaired or replaced under this warranty, the remainder of the original warranty period will apply to the repaired or replaced EdgeIQ. You acknowledge and agree that you have not relied on any representation, description, or statement by us in relation to your EdgeIQ, or the skill or judgement of Edge Electronics, its agents, contractors or employees, as if the EdgeIQ is fit for a particular purpose. You also acknowledge that you have solely relied on your own inspection, skill and judgement in purchasing the EdgeIQ. Extension

CLAIMS PROCESS

To make a claim under this Warranty, please contact the authorised seller who sold you your EdgeIQ. If you are unable to contact the authorised seller who sold you your EdgeIQ, or if you purchased your EdgeIQ directly from Edge Electronics, you should contact Edge Electronics at the email address identified below. For a warranty claim to be processed, it must include: (i) proof of the original purchase of your EdgeIQ and any subsequent transfers of ownership; (ii) a description, photographs and/or videos of the alleged defect(s); and (iii) your EdgeIQ serial number and original installation date. Prior to returning any Product to Edge Electronics, you should obtain an RMA (Return Merchandise Authorisation) number from Edge Electronics by submitting a Return Merchandise Authorisation Form at the link indicated below. In considering your Warranty claim, Edge Electronics will act promptly and reasonably, advise you of the outcome, and implement the outcome in a reasonable time.

CONTACT DETAILS

Edge Electronics website for submitting a Return Merchandise Authorisation Form www.edgeelectronics.com

Email Address

customersupport@edgeelectronics.com

Telephone

1300 334 329