



Warranty Document for DINGO Regulator Range

The DINGO Regulator Range is supported with a five year warranty.

Subject to warranty conditions, the cost of repair or replacement is guaranteed for five years.

- a) Five year warranty applies only to the original end user and installation.
- b) Five year warranty applies from original end user purchase date.

CONDITIONS:

- 1) This warranty covers defects in materials and workmanship for a five year period from the date of purchase. It does not cover defects arising from any of the following:
 - a. Improper use, abuse, neglect, or accidents
 - b. Operation outside the unit's design limits as specified in the operating manual.
 - c. Incorrect installation including inadequate environmental protection. This product has conformal coating applied to improve protection against moisture ingress, but this does not imply the warranty will cover damage due to installation in corrosive or damp environments.
 - d. Flood, fire, wind, lightning, earthquake, acts of war or terrorism.
 - e. Damage in transit.
- 2) Warranty is void if the product has been tampered with, altered or rearranged in any way.
- 3) The warranty does not extend to damage to anything or anybody which may be caused by the failure or improper use of the equipment.
- 4) Compatibility of this equipment with any other equipment is not be guaranteed.
- 5) Evaluation or repair will only be carried out at our factory in Victoria Australia. We are the only authorised repairers of this product. We will not be required to visit the installation site.
- 6) This is a return to base repair or replace warranty. To use this warranty, the following rules apply:
 - a. The unit must be packed properly to avoid damage in transit. Plasmatronics Pty Ltd suggests that the unit is securely packed in original box, then wrapped in several layers of bubble wrap.
 - b. The unit must be accompanied by a written description of the system setup, the alleged defect and a description of how the defect was traced to the regulator.
 - c. Proof of date purchased must be included. (Proof of date of system installation may be accepted at the discretion of Plasmatronics Pty Ltd)
 - d. The user must pay the cost of freight to our door, packaging, insurance and any other associated costs. (Delivery DDP) We encourage all customers to contact our customer support staff, who can help you verify if the unit is faulty before you pay any shipping costs.
 - e. If we find the unit to be faulty we will repair or replace it at our option, subject to the terms of the warranty.
 - f. If the warranty claim is accepted, Plasmatronics Pty Ltd will pay for the return to you of the controller using a delivery method of Plasmatronics Pty Ltd choice.
 - g. Plasmatronics Pty Ltd is not responsible for goods lost in transit.
 - h. If the customer chooses a return delivery method, the cost will be billed back to the customer.
 - i. For customers outside Australia, contact Plasmatronics Pty Ltd to obtain a return Authorisation number. We will not honour the warranty without prior authorisation.
- 7) This warranty does not replace any statutory warranties that may apply.