



Product Warranty Terms and Conditions

October 2024

1. Warranty Coverage

1.1 General

RMD Industries Pty Ltd. ABN 31 004 313 937 (**RMD Industries**) provides a manufacturer's warranty on all products referenced in this Warranty Statement distributed and sold throughout Australia and New Zealand.

This is a standard limited warranty which covers defects in manufacturing of all products sold by RMD Industries for the period stated under the type of product below.

To be entitled to warranty under this Warranty Statement, you must be either the original purchaser of the product from RMD Industries, one of our gate manufacturers, installers or resellers, or an original purchaser from one of our gate manufacturers, installers or resellers (**customer**).

If you are an original purchaser, proof of purchase from RMD Industries, or one of our gate manufacturers, installers or resellers, is required at the time a warranty claim is made. The tax invoice receipt or proof of purchase by the original purchaser or one of our gate manufacturers, installers or resellers must be validated prior to any repairs or supply of any replacement product.

1.2 Hardware

Includes all Gate, Fence and Door Fittings and Hardware distributed and sold by RMD Industries, including Hardware manufactured by RMD Industries.

All Hardware goods are covered for a period of 12 months from date of purchase.

1.3 Automation

Includes all Gate and Door Operators, Access Control Devices and Accessories (excluding batteries).

Gate Operators, Access Control Devices and Accessories that are manufactured by RMD Industries, are covered for a period of 12 months from date of purchase.

Gate and Door Operators, Access Control Devices and Accessories which are manufactured in Europe, are covered for a period of 24 months from date of purchase.

1.4 Limited Warranty - Parts Coverage

The warranty covers the repair or replacement of defective goods at no charge to the customer, providing the repairs are undertaken at a RMD Industries Repair Centre. This warranty explicitly excludes on-site labour, installation, or any third-party charges that may arise during the warranty process.

1.5 Return to Base Warranty

This warranty is a "Return to Base" warranty. The customer is responsible for returning the defective product to an RMD Industries Repair Centre for repair or replacement. The cost of shipping the defective goods back to RMD Industries is the responsibility of the customer. RMD Industries will cover the cost of shipping the repaired or replacement product back to the customer.



2. Warranty Claim Process

2.1 How to make a warranty claim

- (a) Carefully check the operating instructions, user manual, and the terms of this warranty.
- (b) Contact RMD Industries and provide an accurate description of the product including the model and serial number if applicable.
- (c) Contact to RMD Industries should be made within seven (7) days from the date the customer first noticed or experienced the alleged fault or defect and provide the following:
 - i. Full name
 - ii. Order number
 - iii. Reason seeking return of the goods
 - iv. Preferences regarding how the customer would like the issue resolved
 - v. Provide proof of purchase (e.g., tax invoice), and relevant photos to support the claim.
- (d) Further warranty instructions will be provided by RMD Industries for the next steps.

2.2 Evaluation and Resolution

The defective product may need to be returned to RMD Industries for evaluation. If this is the case, the cost of shipping the defective product back to RMD Industries is the responsibility of the customer.

Upon receipt of the defective product returned under warranty, RMD Industries will assess the returned product together with the claim details submitted by the customer. If the defect is confirmed to be a manufacturing defect, RMD Industries will repair or replace the goods at its sole discretion. RMD Industries reserves the right to use reconditioned parts of similar quality for the repair or replacement.

2.3 Return of Customer Goods

The repaired or replacement product will then be returned to the customer.

Standard postage fees apply to all returns. Where the return relates to faulty or a defective product, the replacement product will be sent out to the customer, at no charge, within 30 working days from the date RMD Industries received the return of the faulty product.

RMD Industries will cover the return shipping costs to the customer using RMD Industries' preferred carrier and shipping method.

Should the defective product not be covered under warranty, the cost of return shipping will be at the customer's cost.

At this point, the warranty claim will be closed.

3. Exclusions

Items not covered by this warranty:

- (a) Third party goods, including accessories, cables, filters and consumable items.
- (b) Devices not supplied or recommended by RMD Industries.
- (c) Cosmetic damage that does not affect the overall performance of the goods.
- (d) Damage to the product caused by:
 - i. Failure to maintain the goods as stipulated by the manufacturer.
 - ii. Negligence or accidental damage.
 - iii. Misuse, vandalism or abuse.
 - iv. Improper, negligent, or substandard service or repair work performed by an unauthorised RMD Industries service agent.
 - v. Normal wear and tear.



- vi. Power surges, electrical storm damage, wind and flood damage including inundation.
 - vii. Exposure to corrosive environmental conditions including salt spray and high humidity.
 - viii. Incomplete, incorrect or improper installation, including electrical supply to the goods which is outside the manufacturer's specifications.
 - ix. Incorrect, improper, or inappropriate operation.
 - x. Exceeding the rated duty cycle of the goods.
 - xi. Insect or vermin infestation.
- (e) The product has been used for purposes other than those for which it was intended.
- (f) The product has been modified without written consent from RMD Industries.
- (g) The product has been on-sold from the original purchaser from RMD Industries (excluding one of our gate manufacturers, installers or resellers), or on-sold from an original purchaser of one of our gate manufacturers, installers or resellers.
- (h) The serial number or manufacturing details have been removed or defaced from the product.

4. Battery Warranty Terms

4.1 Battery Warranty

Battery operated Devices including all Automation Accessories, Battery Backup Systems, and Solar Powered Battery Systems which are manufactured outside of Australia are covered for a maximum period of 6 months from date of purchase. This limited warranty is due to the variable environmental conditions and usage patterns that can significantly impact battery performance and lifespan.

4.2 Locally Sourced Batteries

Batteries supplied in locally assembled solar solutions provided by RMD Industries, are covered by the local battery manufacturer's warranty.

4.3 Coverage for Battery Defects

The battery warranty covers defects in materials or workmanship under normal use. RMD Industries will replace any defective battery at no cost during the limited warranty period of 6 months from date of purchase.

4.4 Exclusions Specific to Batteries

The battery warranty does not cover:

Damage from improper installation or maintenance.

- (a) Failure resulting from the use of incompatible devices or accessories.
- (b) Damage due to external causes such as physical impact, exposure to extreme weather conditions, or unauthorised alterations or repairs.

4.5 Performance and Capacity

Due to the inherent nature of batteries, a gradual decrease in battery capacity over time is considered normal and is not covered by this warranty.



5. Solar Battery Warranty Terms

5.1 Maintenance and Monitoring

The warranty is conditional upon proper care, maintenance and monitoring of the solar powered battery system, in accordance with the manufacturer's recommendations.

5.2 Environmental Conditions

Solar powered battery systems must be installed and operated within specified temperature and humidity ranges. Exposing batteries to extreme conditions outside recommended ranges may reduce operating performance levels and may void the warranty.

5.3 Installation Requirements

Solar powered battery systems must be installed in accordance with the manufacturer's installation manual. Failure to comply with manufacturer's guidelines may void the warranty.

6. General Conditions

6.1 Non-transferable

The warranty is non-transferable and applies only to the original purchaser from RMD Industries, one of our gate manufacturers and installers, or an original purchaser from one of our gate manufacturers, installers or resellers.

6.2 Exclusion of Incidental or Consequential Damages

RMD Industries is not liable under the warranty set out in this Warranty Statement for incidental or consequential damages arising from the use or inability to use the product.

6.3 Right to Make Changes

RMD Industries reserves the right to amend and make any changes to these warranty terms and conditions at any time without prior notice. Any such amendments or changes apply in respect of any product purchased after the date of such amendments or changes.

6.4 Australian Consumer Law Statutory Guarantee

If you are a consumer in Australia, 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 and compensation for any other reasonably foreseeable loss or damage. 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.

6.5 Additional Benefits

The benefits of this warranty are in addition to any rights and remedies imposed by Australian and New Zealand State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restriction or modifying any State or Federal legislation applicable to the supply of goods which cannot be excluded, restricted or modified.

7. Contact

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