

# Equipment Warranty Statement

IN ACCORDANCE WITH OUR WARRANTY POLICY, IF A USER SUBMITS A WARRANTY CLAIM BASED ON THEIR MISUNDERSTANDING OF A MACHINE MALFUNCTION RESULTING FROM LIMITED FAMILIARITY AND IMPROPER OPERATION.FOLLOWING A COMPREHENSIVE.

EXAMINATION BY OUR TECHNICIAN, IT HAS BEEN DETERMINED THAT THERE IS NO ACTUAL MALFUNCTION PRESENT CONSEQUENTLY, THE USER WILL BE HELD ACCOUNTABLE FOR ANY EXPENSES ASSOCIATED WITH THE TECHNICIAN'S VISIT, WHICH INCLUDE TRAVEL AND OTHER COSTS.

## Operation and Care:

We want you to be satisfied with your new Kusing Machinery unit.

For the best satisfaction and machine longevity, we encourage you to use the Kusing Machinery Authorized Service Center network during and after your warranty period for all your calibration and maintenance needs. They are committed to providing proper repair and calibrations to maximize the performance and longevity of your Kusing Machinery unit Considering the investment, you made in your new Kusing Machinery unit, we know you want to operate and maintain it properly, We encourage you to review the unit's Operation Manual (provided with the unit) and follow the recommended procedures. If you have any questions on how to keep your unit in good working condition, contact us via Kusing Machinery Support System: [wellku.com.au/contact-us/](http://wellku.com.au/contact-us/)

## Maintenance Records:

We advise you to retain certifications and records of regular unit maintenance. These documents are very important and can be helpful in determining the cause of a malfunction, should one occur

## Warranty Period:

The Warranty goes into effect after the date of purchased and expires date will show at our Unleashed sys.

The Warranty covers repairs to correct any unit defects related to materials or workmanship existing at the time of purchase. All requests must be approved by WELLKU POWER prior to any work being performed during the Warranty Period.

## Specific exceptions to the Warranty are listed in the Exclusions section:

Wellku Power will provide repairs to the unit during the Warranty Period in accordance with the Terms, Limitations, and Conditions.

This is the sole warranty provided by Wellku Power.

## Exclusions of Warranty:

Unit components subject to normal wear during the Warranty Period are not covered by Warranty and include the following items which includes but not limited to

AVR

Wheels

Pump Seals

Light Bulbs

Indicator Lamps

Pads

Lead Plates

Hoses

Pins

Cables

Fuses

Circuit Breakers

Filters

Clutch and brake linings

Window glass

Lubricants, coolants, and fluids

Belts

Cutting blade and tines

Bucket & teeth

Injection nozzles

Spark plugs

Tires and tracks

Low Battery

Engine Oil

Hydraulic Oil

Gear Box Oil

Parts rupture or damaged caused by part handling/misuse or corrosion due to exposure to caustic materials, voids the Warranty.

Component failure caused by customer misuse/abuse of the unit(e.g. exceeding the unit's stated duty cycle or using incompatible materials), voids the Warranty

## **Refund**

We only accept refund and return in certain circumstances, which includes but not limited to. You may return most new, unopened items for a full refund within 15 days of delivery. These items should be in their original packaging and have their serial number. Special order returns are at our discretion on a case by case basis. If you would like to make a return or exchange, you must contact us by phone or email promptly. All returns will be subject to a 15% restocking fee. Remember, if you would like to return or exchange your item, you must contact us before sending it back. Items returned to us without notification will not be eligible for a refund or exchange. Returns will not be accepted on items that are opened or used, Missing their serial number or parts. Special orders (returned at our discretion) Returned more then 15days after delivery.

Returned without notification

## Implied Warranty

Nothing in these Warranty Conditions shall be read or implied so as to exclude, restrict or modify any condition, warranty, guarantee, right of remedy implied by law including under the provisions of the Competition and Consumer Act 2010 (Cth) and which by law cannot be excluded restricted or modified. The only remedies the Purchaser has for WELLKU POWER are those set out in these Warranty Conditions or such remedies as are specified by statute and which are not capable of exclusion

<https://www.wellku.com.au/warranty>

## Terms, Limitations, and Conditions

**Maintenance** All units require periodic maintenance, as outlined in the unit's Operation Manual, and it is the responsibility of the customer to perform regular maintenance. Failure to properly maintain the unit and perform regular maintenance may void the Warranty. Damage from Accident, Misuse, or Alteration Damage or failure caused by an object striking the unit, fire, theft, freezing, environmental exposure, exceeding the duty cycle, modifying or altering the unit, and/or any other misuse is not covered under the Warranty. Damage or failure due to acts of god (flood, tornado, etc.) or acts of war are not

covered under the Warranty. **Labor** All approved warranty repairs will be performed by a Wellku Power Authorized Service Center. UHI Machinery will coordinate the closest Authorized Service Center to complete the repair free of charge during the Warranty Period.

Use of a non-authorized labor to perform the warranty repairs will not be reimbursed by Wellkiu Power.