

EQUIPMENT WARRANTY AGREEMENT TERMS

Updated 24/04/2025

Valid for equipment purchased and operated in Australia Only



Congratulations on your new equipment purchase.

We trust it will give you many years of service for your business.

Sometimes equipment has a mind of its own and does not work exactly as it should. But don't worry, we are here to help if this was to happen.

All NEW equipment sold by Durodent Dental Supplies is covered by standard manufacturer's warranty against defects for a period of Twelve (12) months from the original invoice date within Australia (Renfert GmbH equipment provide extended 3 year guarantee).

Before INSTALLING or OPERATING any equipment purchased from Durodent, it is the user's responsibility to read and follow the manufacturers User Manual, Setup Guidelines and Maintenance requirements provided with your equipment.

You may need to download the full Operating / Installation Manual from the manufacturers website. Or contact our Customer Service on 03 9720 6700 for assistance.

PLEASE RETAIN ORIGINAL INVOICE (Invoice contains the equipment Serial Number record/s)

Should a defect occur within the warranty period, please contact our Customer Service team as soon as possible to report. Please *Do Not continue using device or attempt to repair yourself before contacting us.*

Firstly, check User Manual for common problems and remedies. Check power supply and fuses.

If an issue was to occur, we ask you to please provide the following so we can assist you promptly:

- Detailed description outlining what you are experiencing
- When and how the defect was discovered
- Any error codes being displayed
- Is there power / no power
- Photos / videos via Whatapp or Email that will provide us with important information to start diagnosing the possible issue.

Our team will work with you through possible causes and solutions.

Depending on the diagnosis result, several solutions may be used. Often a straightforward solution will be found that may include adjusting settings or replacing components, but sometimes the item may need to be returned to Durodent for further testing and/or repair. In the unlikely situation the item is deemed a complete malfunction a full replacement unit may be provided in some circumstances if all the warranty conditions are observed subject to manufacturers final approval.

Toll Free: 1800 653 439 - Phone: (03) 9720 6700

P.O Box 972, Bayswater VIC 3153 – Street: 6/51 Jersey Rd, Bayswater VIC 3153

www.durodent.com.au / sales@durodent.com.au

Durodent Holdings Pty Ltd as the Trustee For Tasman Discretionary Trust (ABN: 55 432 482 977) trading as Durodent Dental Supplies

EQUIPMENT WARRANTY AGREEMENT TERMS - Continued

Warranty Conditions:

1. Warranty covers defects established to be caused by manufacturing processes or defective part/materials. Does NOT cover wear and tear components, excluded from the warranty.
2. Original packaging should be retained for 2 months before disposing of, in the unlikely case item may need to be returned.
3. Equipment maintenance guidelines and service intervals must also be adhered to for warranty (Refer to User Manual).
4. Conduct regular maintenance to make sure your machine stays in top working order.
5. This warranty is void if the equipment has been damaged due to user misuse, lack of maintenance or neglect, if the equipment is used for a purpose for which it is not intended, or if repairs, alterations, modifications have been attempted by someone other than Durodent Dental Supplies or its authorised service agents.
6. Durodent Dental Supplies is not liable or responsible for any faults due to the following reasons: Power Surge damage, Electrical Storm damage, Incorrect voltage conditions, inadequate or incorrect electrical plug, electrical wiring and circuit capacity in your building, improper installation or use, fuses, water damage, lightning or for consequential damages loss or expense of any kind.
7. Quality surge protectors should be used. In case of electrical storm, it is recommend powering off and unplugging all electrical equipment.
8. Durodent is not liable for any costs or expense relating to equipment down time and loss of business. It is the purchaser's responsibility to have their own backup equipment in place for essential items.
9. Does not include on site repair or servicing. The purchaser will need to be able to assist Durodent in preparing the device to be returned by packaging securely for collection and return if a defect occurs. Cost of transportation (eg. Couriers, freight, postage) for a repair of appliance or part thereof to Durodent Dental Melbourne or its authorised service agents may need to be paid by the purchaser depending on location and circumstances.
10. Loan equipment is not included. If a loan item is available, it may be possible to hire but is not guaranteed to be available (loan rental fee may apply). Freight, couriers, postage costs of any loan appliance is charged to purchaser at cost.
11. A repair / service charge will be applicable where failure is deemed to be due to neglect, failure to clean and maintain, abuse or accidental damage on the part of the operator, or when no fault can be found or when the fault is due to causes outside the control of Durodent Dental Supplies.
12. Where required by state or local authority, your equipment must be installed and/or tested and tagged by a qualified person in accordance with all relevant local regulations.
13. The benefits conferred by this warranty are an alternative to all other rights and remedies in respect of the laws the consumer has under the Trade Practices Act and similar State and Territories laws.
14. Equipment exported or resold by purchaser outside of Australia is not covered by Durodent Warranty. Durodent may be able to provide limited assistance and spare parts in these circumstances to original purchaser only.
15. The above does not preclude the purchaser from their statutory rights as a consumer.

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