

1.0 INTRODUCTION

The *Australian Trade Practices Act (1974)*, *New Zealand Consumer Guarantees Act (1993)* and *Competition & Consumer Regulations 2010* as well as other laws in each of those jurisdictions imply certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Pentair Southern Cross (PSC) products sold in Australia and New Zealand respectively. Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Trade Practices Act, the New Zealand Consumer Guarantees Act and other laws. This Warranty gives you additional protection for your PSC product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

NOTE: Please retain your Purchase Receipt as proof of purchase in order for your warranty to be valid. This document must be presented in the event of making a claim under the terms of the PSC warranty policy.

The following Warranty procedure is designed to expedite warranty enquiries, repairs and claims. Only PSC Accredited Service Agents (ASA) are authorised to repair PSC Products. Upon request, PSC can provide a list of Authorised Service Centres nearest to you.

1.1 Product Definition

Products covered by this warranty document are defined as products and brands listed for sale in the PSC Retail Price Books current at time of purchase and other 3rd party supplier products. Special builds and products not listed in the Price Books may not be covered by this warranty policy or procedure. Check with your PSC representative, quotation or receipt for any special warranty conditions.

2.0 POLICY AND LIMITATION OF LIABILITY

PSC standard pump, irrigation and tank products are designed for clean cool water that complies to the National Health & Medical Research Council's (NHMRC) and Australian Drinking Water Guidelines (ADWG). Special materials and considerations may be necessary when the quality of the water falls outside these parameters.

NOTE: PSC recommends that the water quality be tested prior to purchase of equipment and products. During warranty claim review, PSC may request a Water quality analysis report. Failure to submit this report will result in rejection of warranty claim.

PSC warrants that its products are supplied free of manufacturing defects or faulty materials. Where any defect in materials and/or workmanship becomes apparent within the warranty period from the date of installation or date of factory dispatch as per table in section 4, PSC agrees to replace or repair the faulty product free of charge, subject to the following conditions:

- A. The product was utilised for its designed purpose and installed in accordance with PSC instructions and by accredited installers.
- B. The defect can be shown to have occurred during manufacture and prior to delivery.
- C. This warranty does not cover failure caused by normal wear and tear, mechanical overload, abrasion, corrosion, mishandling or incorrect installation or any other cause beyond the control of PSC.
- D. PSC is not liable for death, injury, property damage, loss of profit, loss of revenue, loss of use, loss of contracts, loss of production or any indirect or consequential loss or damage.
- E. This warranty does not cover removal or refitting of the product beyond the limitations included in this Warranty Service Schedule.
- F. PSC must authorise any repairs prior to commencement
- G. All non-PSC products or non-PSC branded peripherals external to PSC Pump Product— such as valves, controls, electric motor drives, pumps of other make—are provided "AS IS" without PSC warranty. However, non-PSC manufacturers or suppliers may provide their own warranties directly.
- H. In no event shall the liability of PSC exceed the total purchase price of the original product.

Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your PSC Product is required within the Limited Warranty Period.

During the Limited Warranty Period, PSC will, at its discretion, repair or replace any defective component. All component parts or products removed under this Limited Warranty become the property of PSC. In the unlikely event that your PSC Product has recurring failures, PSC, at its sole discretion, may elect to provide you with

- A. a replacement unit of PSC's choosing that is the same or equivalent to your PSC Product in performance or
- B. to give you a refund of your purchase price or lease payments (less interest) instead of a replacement.

This is your exclusive remedy for defective products.

It is mandatory that the unit product number and serial number be made available when requesting a warranty service event. Failure to do so may result in the event being deemed out of warranty by PSC or, PSC's Authorised Service Providers, and therefore chargeable to the requester.

Unless otherwise stated, and to the extent permitted by local law, new PSC Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. PSC may repair or replace PSC Products

- A. with new or previously used products or parts equivalent to new in performance and reliability, or
- B. with equivalent products to an original product that has been discontinued.

Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the PSC Product they are replacing or in which they are installed, whichever is longer.

2.1 Dealer Responsibilities

Prior to delivering PSC products to the end user, the PSC Dealer will perform a pre-delivery service. This is to ensure that the product hasn't been damaged during transit, is delivered correctly and is adjusted as necessary to suit the local design requirements and conditions. See Section 5.0 for detail.

2.2 Limitations

In no event shall the liability of PSC exceed the total purchase price of the original product.

2.3 Freight

If PSC requires the product to be returned to the factory or if warranty replacement parts are required, PSC will cover the cost of transportation to and from the Authorised Service Centre on PSC nominated Freight account.

Note: If the warranty claim is later rejected, the freight will be charged back to the Authorised Dealer/Service Centre/Customer.

The Authorised Dealer/Service Centre/Customer can nominate their own transport at their own expense.

Note: Non-PSC nominated transport is not a claimable warranty charge.

2.4 Labour Cost

No labour charges will be credited for claim valued under AUD1000. It is the responsibility of the Dealer to check the returned product and report to PSC.

Labour charges repairing PSC product or replacement of PSC product at customer site can be claimed on warranty. See "Scheduled warranty repair rates" document for detail.

2.5 Warranty Exclusions

- A. Modifications or adjustments to products that are regarded as dealer responsibility and covered under the Pre Delivery Service. See Section 5.0 for detail.
- B. Charges relating to incorrectly supplied goods, other than the cost of replacing the correct goods to the dealer's store. (*It is the dealer's responsibility to check goods prior to installation*).
- C. PSC products fitted with non-genuine PSC parts.
- D. Products not used for the purpose for which they were designed.
- E. Charges relating to the removal or replacement of Non-PSC items.
- F. Faults caused by site induced conditions, including but not limited to cavitation, flooding, ingress of water, lightning,
- G. Defects caused by the accident, including but not limited such as lightning, abnormal voltage, Power surges, water, fires, disasters, transport accidents.
- H. Warranty does not extend to failure caused by normal wear and tear, mechanical overload, abrasion, corrosion, mishandling or incorrect installation or any other cause beyond the control of PSC.
- I. Warranty does not apply to ancillary equipment installed or attached to PSC Products that are not of PSC manufacture or supply.
- J. Warranty is voidable if ancillary equipment installed or attached to PSC equipment is incompatible or causes the PSC product to fail or work outside its designed capabilities or capacity.
- K. Failure due to poor water quality (water quality not conforming to NHMRC and ADWG).
- L. Warranty exclusions are not limited to the above list.

2.5.1 Consequential Damages

No liability will be accepted by PSC or its dealers and employees for death, injury, property damage, loss of profit, loss of revenue, loss of use, loss of contracts, loss of production or any indirect or consequential loss or damage.

No liability or claims will be accepted for downtime.

3.0 PROCEDURE

3.1 Before lodging a Warranty claim

Check the entire system to determine if the failure is due to a manufacturing fault or is "site induced". The majority of product failures during the Warranty Period are caused by incorrect application or the product working outside its designed purpose. PSC does not cover failures caused by site induced problems.

3.1.1 Example Check List

- A. Is the product being used for the purpose it was designed and built?
- B. Has the duty or suction changed?
- C. Is the pump cavitating? Numerous faults can be attributed to cavitation, including premature bearing failure.
- D. Is the water level satisfactory?
- E. Is the pressure in the tank correct?
- F. Is the pump motor aligned correctly?
- G. Is the rotation of the pump correct?
- H. Check with PSC for advice on what other checks can be done.

3.2 Lodging a warranty claim

PSC must be notified of a pending Warranty claim prior to any repairs!

Only Accredited Service Agents (ASA) are authorised to carry out warranty repair work on our behalf.

In the unlikely event that a warranty claim arises, please contact your PSC dealer, store of purchase, or contact PSC direct on 131 786.

4.0 WARRANTY PERIOD

PSC will warrant its products for a period from installation date as detailed in the following table. On no occasion will the warranty period exceed these times except where the product is in transit or storage prior to installation.

PSC will extend the warranty period to cover storage and transit, for a maximum of 6 months as detailed in the table below.

Product	Warranty Period (Months)	
	From Installation	From factory Despatch
PUMPS		
Submersible pumps (upto 100mm Dia.)	24	30
Submersible Pumps (higher than 100mm Dia.)	12	18
Vertical Multi-Stage	24	30
ISO Pumps	24	30
Self-Priming Pumps	12	18
Horizontal Split Case Pumps	12	18
Submersible Drainer pumps	12	18
Pressure Units	24	30
Pressure Tanks	60 (Pro-Rata)	66 (Pro-Rata)
Helical Rotor Pumps	24	30
Turbine Pumps — Southern Cross	24	30
Turbine Pumps — Everflow	12	18
Axial Flow Pump	12	18
KDC Priming Pumps	12	18
Packaged Pump Systems	12	18
Windmill Pumps	12	18
ON MOTOR DRIVES		
Southern Cross Variable Speed Drives	12	18
IRRIGATORS		
Travelling Irrigators	12	18
TANKS		
Squatters / Liner (Structural / Liner)	120	126
MISCELLANEOUS		
Windmills	36	42
Angus Hi-Flow Irrigator Hose	120 (Pro-Rata)	126 (Pro-Rata)
Wellmaster Hose	60 (Pro-Rata)	66 (Pro-Rata)
Valves	12	18

5.0 PRE-DELIVERY SERVICE

Prior to delivering PSC products to the end user, the PSC Dealer is required to complete a pre-delivery service. This is to ensure that the product has not been damaged during transit and is adjusted as necessary to suit the local design requirements. (Warranty claims are not accepted for faults that are listed as pre-delivery service)

The following table includes but is not limited to the Dealer Pre-Delivery checklist for PSC Products.

Please report any errors in delivery or manufacture immediately

All Products

- A. Check product or parts received from PSC are correct prior to delivery to end-user or installation.
- B. Check if all items are received and if the quantities are correct, including bolts and nuts.
- C. Check items are free from Damage.
- D. Ensure Warranty card and instructions are with the product.
- E. Instruct client of correct operation of the product.
- F. Instruct client of routine maintenance required for the product.
- G. Advise client of product limitations.
- H. Check and ensure that the product is the correct item for the required purpose.
- I. Visually check product for faults, loose fixtures and fittings or misalignment.
- J. Advise client on Health and Safety issues, and necessary precautions.

Pressure Systems - Standard Boxed Product

- A. Check that the pressure unit performance meets the customer's requirements.

Pressure Systems- Built Up Units

- A. Test to ensure pressure tank pressure and pressure switch settings are compatible with each other and with the client's requirements.
- B. Check if all accessories are supplied including non-return valve.

All Centrifugal Pumps

- A. Rotate pump by hand checking if rotation is smooth and free from obstructions.
- B. Check if rotation direction is correct

Large Submersible Motors

- A. Rotate pump by hand checking if rotation is smooth and free from obstructions.
- B. Check motor fluid level and seals.
- C. Check if rotation direction is correct

ISO-Pro and Engine driven machines

- A. Ensure product is filled with appropriate oil.
- B. Check belt tension and pulley alignment.
- C. Ensure guard is correctly positioned.
- D. Check if rotation direction is correct

Long Coupled

- A. Realign the shaft after installation as misalignment may have occurred during transit.
- B. Ensure guard is correctly positioned.
- C. Check if rotation direction is correct

Travelling Irrigators

- A. Fit and check all ancillary items.
- B. Check all items rotate and engage correctly including;
 - Hose reel
 - Hose reel locking pins
 - Rocker arm assembly
 - Sprinkler
 - Stopping valve.
- D. Test Run Water Motor & Drive Mechanism.
- E. Pre-Lube all Grease Nipples.

Tanks

- A. All parts and quantities are correct.

6.0 THIRD PARTY WARRANTIES

Major stand alone products supplied by PSC that are manufactured by others carry their own factory Warranties. These products are often identified by their own brands and labelling.

Warranties on these products are limited by the warranty offered by the manufacturer. A copy of the warranty policy for these products is included with the product on purchase.

A sample list of products covered by third party suppliers:

- Electric Motors, Diesel or Petrol Engines.
- Irrigation Hoses and Fittings.
- Electronic Drives.
- Gearboxes.
- Valves.
- Tank Liners.

This summary is provided for ease of reference only, and PSC shall not be liable for any losses arising from reliance on this summary.