

due to storage, handling, installation (or removal and/or reinstallation) or commissioning of the Product otherwise than in accordance with instructions provided by us, applicable safety regulations or without reasonable care including installation of a Product which is of an inappropriate size or type for the intended purpose;

- x due to operation, use or maintenance of the Product otherwise than in accordance with instructions provided by us or without reasonable care (including failure to maintain/ clean the Product (or) recommendations in instruction/ operation manuals);
- x due to accidental damage, theft or vandalism, or use of the Product for a purpose or in environmental conditions for which the Product were not designed, sold, or use outside the specified or normal operating ranges for such Product;
- x as a result of changes which occur in the condition or operational performance of the Product due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the Product with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of Force Majeure event;
- x from normal wear and tear or when replacement or repair of parts would be part of maintenance or service of the Product or where the damage is your responsibility;
- x as a result of repairs, alterations or modifications to the Product which have been performed by a third party not authorized by us;
- x from the use of any spare parts not manufactured, sold or approved by us in connection with the repair or replacement of the Product; or as a result of interconnection of the Product with another manufacturer; or as a result of any other defective or malfunctioning parts in the system into which the Product has been installed;
- x where the nameplate or serial number of the Product is modified, altered

Cornick Pty LIMITED

Address: 8-10 Precision Place, Mulgrave, NSW, 2756 Australia
TEL:1300 307 067 | Email: support@cornick.com.au



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or not readable;

- if damage has occurred during transportation; or
- other damages not affecting energy generation and which are of a visual nature (e.g. surface scratching).

This warranty does not apply to damage caused by continued use of the product after it is known or would have been known with regular servicing, it is defective.

Customer's assistance in returning the faulty unit:

Following the receipt of the replacement unit, the customer must return the allegedly faulty unit in the same packaging material as the replacement unit. Cornick will supply all labels, documentation and freight details for the return of the allegedly defective unit. All allegedly defective units must be returned within 10 (ten) working days of the receipt of the replacement unit. A qualified installer must be available for the unit exchange and re-commissioning. The replacement unit will be covered by the original warranty terms of the faulty unit for the defective unit's remaining warranty period.

Distributor Responsibility:

In the event of an equipment failure or fault, it is the Distributor's responsibility to work directly with AVOL's Service Center in order to limit the return of non-faulty equipment. AVOL's Service Center will work with the Distributor to rectify the fault or fault message through telephone support or with direct PC links. Note: To qualify for further compensation and a replacement unit, the distributor/installer must first contact Cornick and fulfill the distributor/installer's responsibilities under Section "How to Make a Claim"

Wrong Deliveries and Transit Damage

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be referred to Customer Service on www.cornick.com.au.

How to Make a Warranty Claim

If a product fails within the warranty period, the end-user must stop using the product or the system in which the product is installed, as the case may be by isolating the product from any energy source, make a claim as soon as possible and follow all instructions provided by us, or our representative or agents.

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To make a warranty claim under this voluntary warranty, the end-user must contact us via email at support@cornick.com.au

When contacting us by email, please have the following information to hand:

- Your name, address, postcode and a telephone number where you can be contacted
- The model designation and serial number of the product (you can find both on the product)
- Proof of purchase with date and vendor's address
- Installation date and installation address
- Signed commissioning report or protocol
- Installer's contact details
- A complete and detailed list of observed faults and other information which could help with the analysis of the fault (e.g. any modifications)

Costs of Submitting a Warranty Claim

For invalid claims under this warranty, we will not be liable for the end-users costs in making the warranty claim, including transport or return freight.

In respect of valid claims under this warranty, the end-user will not be charged for reasonable costs associated with the making of a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this warranty may be claimed from us. Documentary evidence in support of such a claim will be required.

Deadlines for Submitting Warranty Claims

We aim to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is, therefore, critical that all claims

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under this warranty are promptly submitted to us as soon as the product fails and, in any event within three months of knowledge of the matter of the event giving rise to the claim. No consideration will be given to claims under this warranty that made after this period.

Product Liability and Product Safety

We should be informed immediately about any potential product safety concerns within and outside the warranty period. We are well aware of our product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any product.

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.

Miscellaneous

This warranty shall form part of the purchase contract in respect of the product between us and the end-user and shall be complied with by both parties.

Contact Details

This warranty is offered by CORNICK PROPRIETARY COMPANY LIMITED., 8-10 Precision Place, Mulgrave, NSW, 2756 Australia

TEL:1300 307 067 | Email: support@cornick.com.au

Australia local Contact Information

Cornick Australia Pty Ltd

Ph: 1300 307 067

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