



Para Mobility

Making everyday living easier

WARRANTY POLICY

NDIS Registered Provider #4050001021

Para-Mobility is proud of its products and is committed to providing our customers and end users with the best designed and manufactured products. Subject to the limitations and conditions listed below, Para-Mobility warrants all new products are free from defect in workmanship and materials under normal use and service at time of purchase.

Scope and Period of Warranty:

• Pelican Pool and Spa Hoist	1 year
• Pelican and Platypus Pool Aquatic Wheelchairs	1 year
• Kingfisher Pool Access Seat	1 year
• IBIS Car Access Lifter	1 year
• Platypus Pool Steps	1 year
• Mobile and Wall Mounted Change Tables	1 year
• Ceiling Hoists and Tracking	1 year
• Any specialised equipment manufactured by Para-Mobility	1 year
• Castors, Wheels, Padded seats	6 months
• Parts only (all products)	3 months

Repairs or replacement Within the Scope of Warranty:

If a Para-Mobility product is defective due to Para-Mobility workmanship or materials and the defect occurs during the warranty period, then Para-Mobility will either repair or replace the product at Para-Mobility's discretion. The repair will be for parts only. The product needs to be shipped to Para-Mobility workshop in Sydney at the customers expense for examination by Para-Mobility. Para-Mobility is responsible for the cost in sending the product/s to the customer when warranty has been approved.

All Para-Mobility installations are in accordance with required Building Codes and accepted trade standards.

Repairs Outside the Scope of Warranty:

Para-Mobility distributors do not have the authority to give additional warranty or guarantee on Para-Mobility's behalf.

Earthing: As per AS3000 of the wiring rules standard – "In certain circumstances" it may be necessary to have all conductive metal objects equally potentially bonded (earthed), this may include mobile Pool Hoists.

Requirements under the ACL:

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.

This Warranty does not Cover:

1. Products that have not been used other than for the direct purpose for which were designed.
2. Products that have been mis-used by the user causing damage or fault.
3. Products which have been modified in any way by any party other than Para-Mobility.
4. Products that in the opinion of Para-Mobility have not received the proper care, lubrication, service, protection and maintenance as per the Para-Mobility recommended service and check information.
5. Products that have been installed, repaired, or altered by persons other than those authorised directly by Para-Mobility.
6. Labour or travel costs related to any warranty repair.

This warranty will not apply to the product in respect of damage caused by accident or mis-use.

Warranty will be void if the product continues to be used causing further damage after it has been reported to Para-Mobility or its distributor.

Warranty claims must be substantiated by Proof of Purchase and must be identifiable with a Label or Serial Number.

Maintenance Schedule and Service Guidelines:

It is a requirement to perform at least one annual maintenance/service check, by personnel having received the necessary instruction or training by Para-Mobility. For all servicing and maintenance requirements, please contact either Para-Mobility or your local Para-Mobility dealer.

Conclusion:

This warranty does not apply if in the judgement of Para-Mobility, the product fails due to damage from shipping, handling, storage, accidents, abuse or misuse, or if it has been used or maintained in a manner not conforming to the products, user instructions or has been modified in any way.

Manufacturers and Importers of Specialised Disability Equipment since 1985

A: 31 / 276 New Line Road, Dural NSW 2158 **P:** 1300 444 600

E: enquiries@paramobility.com.au **W:** www.paramobility.com.au