

# REPAIR AND WARRANTY TERMS AND PROCEDURES

BAINBRIDGE TECHNOLOGIES (Called “BAINTECH” in the following terms) commitment to supporting the products it sells extends well beyond the warehouse doors. In fact we pride ourselves on the high level of after sales service and support that we offer.

The reality of dealing with technical products is that occasionally things can go wrong. Sometimes it can be the product and sometimes it can be environmental issues like voltage spikes or problems in electrical systems. So if you are in the unfortunate situation of needing to lodge a warranty claim we have formulated this guide to help you better understand the way that Bainbridge treats and processes warranty claims and service.

**CAUTION: PLEASE OBSERVE CAUTION WHEN WORKING AROUND ELECTRICAL INSTALLATIONS AND BATTERIES.**

**PLEASE CHECK YOUR LOCAL STATE LEGISLATION IN RELATION TO WHO CAN PERFORM ELECTRICAL INSTALLATIONS, SERVICE & REPAIR.**

## REPAIR AUTHORITY

If you need to lodge a warranty claim for any goods please complete and return one of our Repair Authority forms and return with the goods. This form has been designed so that we can gather all the necessary information required to process your claim as quickly and efficiently as possible.

To access the Repair Authority form, please go to [www.baintech.com.au/warranty](http://www.baintech.com.au/warranty)

## How to Obtain Service

1. Consult the Users’ Guide (copy provided with your product or available for download from the products section of our website).
2. If the product still exhibits the problem, contact BAINTECH within the Warranty period and no later than 30 days after the discovery of the claimed defect (whichever is the earlier)
3. Complete the Bainbridge Repair Authority Form and return this with the goods. Please refer to the link at the top of this page, be sure to include a copy of your original proof of purchase (invoice or receipt).
4. Please remove and retain all accessories or cables that are not related to or part of the fault. To assist our technicians please include a full description of the fault and the circumstances in which the fault has occurred.
5. Return the goods along with the Repair Authority to the address shown below.
6. BAINTECH maintains serial number records (where applicable) of warranty entitlement for all products shipped and/or registered, and this will be used to validate your end warranty date. If you disagree with BAINTECH identification of warranty entitlement, you must provide proof of purchase before any warranty service can be performed.
7. IMPORTANT note: –“BAINTECH” cannot be held responsible for loss of data. In some products, repair to the goods may result in loss of the data. This may include, for example, settings or recorded data. BAINTECH recommends that you back up and secure your data prior sending the goods for repair or service.

Address for return of product:

BAINBRIDGE TECHNOLOGIES  
1224 Lytton Road  
Hemmant Qld 4174

## BEFORE YOU SUBMIT A PRODUCT FOR REPAIR OR A WARRANTY CLAIM

Recommended Action for a Remedy

Problem	Recommended action
The product arrives damaged, incomplete, does not substantially match description or is not substantially fit for purpose.	Contact your reseller (or place of purchase).
The product has a warranty related fault that is within the warranty time frame specified on the packaging or on the Bainbridge Web Site.	Return the product to your reseller for refund or exchange, subject to and in accordance with the reseller’s policy.
The product has warranty related fault after the time frame specified by the Supplier’s refund/ exchange policy.	Contact BAINBRIDGE TECHNOLOGIES to determine and arrange the best service option for you.
The product has physical damage or exhibits a fault not related to the BAINTECH warranty.	Contact BAINBRIDGE TECHNOLOGIES. Service shall be at BAINTECH or its Authorised Service Provider’s rates and terms then in effect.

## **BAINTECH Technical Centre**

BAINTECH provides limited complimentary technical phone support for your product. Expert staff provides technical assistance during normal business hours, 5 days a week. Be sure to have the following information available before you call:

- Your product's model and serial number
- A description of the problem or fault

Australia : 1300 224 683

New Zealand : +61 7 3348 8082 (option 2)

## **WATER DAMAGE**

Where applicable the product will have the International Protection or "IP" rating clearly marked on the product. This classifies the degrees of protection provided against the intrusion of solid objects (including body parts like hands and fingers), dust, accidental contact, and water in electrical enclosures. The standard aims to provide users more detailed information than vague marketing terms such as waterproof.

Example IP65: Complete protection against entry of dust & protection from a low pressure jet of water in any direction.

First Digit		Second Digit	
X	Not tested (no protection specified)	X	Not tested (no protection specified)
0	No protection provided	0	No protection provided
1	Protection against entry of objects larger than 50 square mm	1	Protection against drops of water falling vertically
2	Protection against entry of objects larger than 12 square mm	2	Protection against drops of water falling vertically when the luminaire is tilted up to 15 degrees from its normal position
3	Protection against entry of objects larger than 2.5 square mm	3	Protection from entry of water spray from angle of up to 60 degrees from vertical
4	Protection against entry of objects larger than 1.0 square mm	4	Protection from entry of water splashes or spray from any direction
5	Protection against entry of dust in sufficient quantity to prevent satisfactory operation	5	Protection from a low pressure jet of water in any direction
6	Complete protection against entry of dust	6	Protection against heavy seas or a strong jet of water in any direction
NOTE: "M" or MARINE SERIES CTEK CHARGERS ARE NOT WATER PROOF. PLEASE CHECK THE "IP" RATING BEFORE RETURNING FOR WARRANTY		7	Protection against immersion up to 1 metre
		8	Protection against submersion over 1 metre

## **WHEN NO FAULT IS FOUND**

The following charges will apply:-

Service fees:

### **Handheld Units**

(CTEK, TECSUP, NITRO etc) \$25.00 + GST= \$27.50

### **Larger Units**

Inverters, Inverter Chargers, Large Chargers, B.O.B, B.O.S.S \$60.00 + GST=\$66.00

## **ACTIONS WE RECOMMENDED PRIOR TO RETURNING BATTERY CHARGERS, INVERTERS & INVERTER CHARGERS**

To reduce the chances of sending us a product we cannot fault, we ask that you perform the following tests prior to returning the product:

1. Battery Condition: Please check the condition of the battery (specific gravity, shorted plates etc)
2. Quality of Power Supply: Stability of Power Supply is important for the correct operation of electrical products. Voltage spikes, low or excess voltage can all affect the performance of the product.
3. Excessive Load: If you are returning an inverter that is cutting out please ensure that the load being supplied does not exceed that of the product. It is worth noting that some microwaves may say 600W but in fact draw up to 1500W when heating.

## **FREQUENTLY ASKED QUESTIONS & ANSWERS**

Q. Is damage to my batteries caused by a defective BainTech product covered by warranty?

A. If the damage is caused by the warranty fault, The Australian Consumer Law entitles a purchaser defined as a Consumer under that Act, in the event of a major failure, to recover compensation for any other reasonably foreseeable loss or damage . Otherwise, No, because there is no way to determine whether the alleged damage is caused by the product or due to a battery fault or misuse of the battery or product.

Q. Why do you charge a service fee?

A. BainTech tries, under every circumstance, to process a warranty claim but on some occasions we will be forced to reject a claim. If this is the case, we must charge a fee to recover our time and any freight costs. It is not reasonable to expect Bainbridge to be out of pocket for products that have no fault, or are outside of Warranty terms.

Q. Will I get a new product if under Warranty?

A. The Australian Consumer Law entitles a purchaser defined as a Consumer under that Act, in the event of a major failure to a replacement product or a refund at their election. Otherwise repair or replacement is at Baintech's discretion. In such cases Typically a replacement will be provided for smaller hand held products, however this is not always the case. It is not uncommon for larger products (Victron, Sinergex etc) to be repaired. See warranty terms set out in full on our website.

Q. How long will it take to process my Warranty claim?

A. Many factors can determine the length of time that a warranty claim can take. Typically we can process a warranty within a day or two however there may be circumstances where this can take much longer. Time is difficult to predict if we cannot find the cause of or existence of a fault in a product. We always try our best to reproduce faults before denying a claim. We always assume you have taken the time to return a product to us for a reason!

**PLEASE NOTE THAT MULTI STAGE CTEK CHARGERS CAN TAKE 7 TO 10 DAYS TO GO INTO THE FINAL STAGE OF CHARGE.**

Q. Do I have to cover the cost of return freight?

A. If warranty terms are complied with and the product is deemed under warranty - Yes. If a warranty claim is rejected you must bear the cost of the freight.

Q. Do you need all the cables and accessories returned with the product?

A. No...Not unless they form part of the claim i.e. the cable gets hot, or the display panel flashes etc

Q. When you replace a product under Warranty does my warranty coverage start again?

A. NO... Bainbridge warrants replacement products or parts provided under warranty against defects in materials and workmanship from the date of the replacement or repair for ninety (90) days or for the remaining portion of the original product's warranty, whichever provides you longer coverage. All products sold are covered with statutory guarantees if sold to consumers.

## **GENERAL INFORMATION AND OPTION TO REPAIR**

Should you be in the unfortunate situation of having a warranty claim rejected it may be optional to have the product repaired. Bainbridge has an extensive service and repair department headed by a qualified electronics engineer and in many cases we are able to repair the faulty product.

Some products are difficult or unable to be repaired due to modern manufacturing techniques this is particularly common in hand held battery chargers. Many of the larger products can be repaired and returned to service.

Baintech warrants replacement products or parts provided under this warranty against defects in materials and workmanship from the date of the replacement or repair for ninety (90) days or for the remaining portion of the original product's warranty, whichever provides you longer coverage.

For larger products such as inverters, larger chargers and inverter chargers Bainbridge may at its discretion offer the following services:

- Exchange Products – Depending on availability we may at our discretion send you an exchange product so that you can continue to function while we test and repair your product.
- Advanced Warranty – If your product is mission critical we may elect to send you a new product on the basis that delivery to you, installation and new product will at your cost however, if the defect in the product is covered by warranty we will then credit this cost back to you.
- Technical Support Network :-
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New Zealand : +61 7 3348 8082 (option 2)

If the warranty service provided does not meet the offer outlined in this document, please detail your concerns to After Sales Service, and submit your claim by letter to the address below or email: sales@BAINTECH.com.au

BAINBRIDGE TECHNOLOGIES

PO BOX 7222

Hemmant, Australia QLD 4174

## **What is covered under the Warranty**

All products manufactured or supplied by BAINTECH to a person defined as a "Consumer" 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.

Warranty entitlements of purchasers that are not Consumers under the definitions in the Australian Consumer Law may be limited by the following provisions of this warranty

Subject to the above provisos and in the absence of any other specific agreement to the contrary BAINTECH will within the warranty period repair or exchange products manufactured or supplied by it either directly or through a reseller in accordance with the following terms :-

WARRANTY TERM: 90 days from the date of sale by BAINTECH or a reseller (unless a longer period is imposed by legislation including Consumer Guarantees if applicable).

WARRANTY CONDITIONS, in addition to statutory Guarantees that apply to sales to Consumers:-

1. If a product manufactured or sold by Bainbridge Technologies, fails to perform in accordance with its specification during normal and proper use due to defects in materials or workmanship by it within the Warranty period BAINTECH will repair the product or exchange the faulty parts within the product, or replace the product itself at its cost.
2. The cost of collecting and re-delivering the product will be reimbursed to the customer upon it being determined that this warranty applies (but subject to meeting the conditions set out under the "Other Conditions of Sale")
3. The decision as to whether to repair or replace the product will be at the sole discretion of BAINTECH.(except for sales to Consumers who in the case of a 'major' failure may elect a replacement or a refund )
4. Goods presented for repair may be replaced by refurbished goods or substitute goods of the same or similar type rather than being repaired. Refurbished parts may be used to repair the product (except for sales to Consumers who in the case of a 'major' failure may elect a replacement or a refund).
5. Ownership of products returned for replacement or repair under warranty, shall upon a decision being made to replace the product be deemed to be transferred to BAINTECH
6. BAINTECH obligation under this warranty is subject to the product returned being a genuine BAINTECH product and in an unaltered and unmodified condition.
7. This Warranty is valid within Australia.

### International Warranty

Sales of product to purchasers outside Australia are sold on the following conditions:

1. Warranty applies as per the provisions specified above provided that, Complimentary courier pickup and return service does not apply to any service outside of Australia and New Zealand.
2. Any statutory warranties imposed by the jurisdiction in which the purchaser resides are excluded to the maximum extent allowed by law.
3. In New Zealand our products come with guarantees that cannot be excluded under the Consumer Guarantee Act 1993. This warranty applies in addition to the conditions and guarantees implied by the Consumer Guarantee Act 1993.
4. Warranty service availability, coverage and response times may vary from country to country.

## **The following are not covered by the Warranty**

This Warranty shall not apply to nor cover any of the following circumstances or costs:

- in all sales where the law does not exclude such limitation;
  - in a sale to a Consumer where the exclusion is prohibited except where the product is used for a personal domestic or household use and the product is not used for those purposes:
1. BAINTECH will take reasonable steps to provide product service and provide replacement parts where it is commercially prudent and possible to do so.
  2. Repaired or exchanged items are warranted for the longer of the balance of the original product Warranty or 90 days from the date of service completion (whether warranty service or otherwise) on the same terms and conditions as the original warranty.
  3. This Warranty is personal to the person or organisation that acquires the product from a BAINTECH or an authorised Reseller and may not be transferred to a subsequent owner (other than as provided in the Australian Consumer law)

4. If Courier Pickup and Return is required for your product, you are required to contact BAINTECH to arrange this service using BAINTECH designated freight carrier. BAINTECH will not accept charges or liability for any freight arranged by you. Please ensure that the product is sufficiently padded and boxed for transport.
5. BAINTECH does not accept any responsibility for damaged product in transport due to inappropriate packaging. This courier service is only applicable between your location and BAINTECH and may not be available in some areas. Transport time varies depending on location.
6. In sales to persons who are not defined as Consumers under the Australian Consumer Law and in sales to Consumers where products are NOT used for personal domestic or household purposes, BAINTECH liability is limited to the actual cost of repair or replacement of the product and does not extend to any other loss of whatsoever nature or howsoever incurred including any form of consequential damage or loss .
7. In the event of the product being incapable of repair or replacement BAINTECH may in its absolute discretion elect to refund the purchase price (actually paid by the customer) of the product in full discharge of its liability under this warranty.(except for sales to Consumers who in the case of a 'major' failure may elect a replacement or a refund).
8. Non-authorized disassembly of any product or attempted repair by persons not accredited or authorised by BAINTECH will void its warranty. This includes removal of covers or the replacement of internal fuses.
9. BAINTECH will not be responsible for any failure to perform its warranty obligations due to causes beyond it's control, (force majeure) including, without limitation, fires, floods, earthquakes, explosions, accidents, acts of public enemy, wars, rebellions, insurrections, sabotage, epidemics, quarantine restrictions, labour disputes, labour shortages, transportation embargoes or failures or delays in transportation, inability to secure raw materials or machinery for the manufacture of their products and delivery of their services, acts of God, acts of any government or any agency thereof (including denials or onerous restrictions on required export licenses), and judicial actions.
10. If there is no fault found with the product a service fee will apply, plus any return freight charges, prior to the product being released. If the product is out of warranty the service fee will be included in the quote for repair. If the quote for repair is denied then the service fee will apply plus freight before the goods are released  
(Explanation- Occasionally BAINTECH will receive a product that it cannot fault. Even after hours of testing some products will not fail. If the product cannot be faulted we cannot process a warranty or repair, and we are entitled to recover our time and costs.)

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