

WARRANTY TERMS & CONDITIONS CCTV EQUIPMENT

LIMITED WARRANTY

Congratulations on the purchase of your Sewercam/IBOS CCTV system. Sewercam/IBOS CCTV systems are the result of extensive research, development, experience, and continual product improvements.

Product testing during manufacture is an essential part of ensuring reliability. If failure occurs due to defects in materials or workmanship, you will be covered by the following warranty. Please note that even the best products can only continue to operate properly with correct handling, operation and maintenance.

1. WARRANTY CONDITIONS

1.1 The warranties stated in these Warranty Conditions are given by Enviroline Group Pty Ltd to the original purchaser of the Sewercam/IBOS Product and apply in addition to any statutory warranties which cannot be lawfully excluded.

1.2 The warranties stated in these Warranty Conditions commence on the date of delivery of the Sewercam/IBOS Product to the original purchaser for the period specified in the Warranty Schedule.

2. WHAT IS WARRANTED

2.1 The Sewercam/IBOS equipment listed in the Warranty Schedule, as well as the equipment listed in clause 2.1(a), carry a warranty for defects in materials or workmanship for the specified periods in the Warranty Schedule (other than the exclusions stated in clause 3).

2.2 Enviroline Group Pty Ltd will, at its discretion, repair or replace at Enviroline's premises or at an approved repairer, any part covered under these Warranty Conditions which is defective in material or workmanship, or which makes the equipment unsafe.

2.3 If failure occurs due to a provable defect in material and/or workmanship, Enviroline Group Pty Ltd will remedy it during the warranty period free of charge. Enviroline reserves the right to repair the equipment, replace the whole unit, replace the faulty parts, or refund the then-current value of the equipment, if unable to repair or replace the unit.

3. ITEMS NOT COVERED BY THIS WARRANTY

3.1 This warranty does not cover:

(a) Any cost of freight, transport, or travel time associated with returning equipment for service. It is always the customer's responsibility to deliver the equipment to Enviroline Group Pty Ltd or an authorised Enviroline repairer at the customer's expense.

(b) Any loss of revenue, downtime, consequential loss, goodwill, or costs incurred while the equipment is out of service.

(c) Wearing parts including but not limited to push/pull cables, camera lens, camera housing, camera spring, retaining cables, O-rings, bearings, motors, batteries or seals.

(d) Depreciation, damage, malfunction or failure caused by normal wear and tear, lack of maintenance, improper servicing, misuse, failure to follow operating instructions, or lack of protection during storage.

(e) Depreciation, damage, malfunction or failure caused by accident, water ingress, or environmental factors.

(f) Any unauthorised alterations, modifications, disassembly or changes to the Sewercam/IBOS product.

(g) Any product beyond the warranty period as stated in the Warranty Schedule.

(h) Depreciation, damage, malfunction or failure caused by failure to use proper maintenance items as described in the Operator's Manual.

(i) Physical damage, paint scratches or cleaning.

(j) Parts not repaired or installed by Enviroline Group Pty Ltd or an Authorised Dealer.

(k) Replacement of normal maintenance items including but not limited to lenses, modules, PCBs, and batteries.

(l) Original equipment not manufactured by Enviroline (such as motors, modules, electronic accessories) – these are covered solely by the relevant manufacturer warranty.

(m) Property damage or personal liability (including personal injury) arising out of any failure or malfunction.

(n) Depreciation, damage caused by continued operation after a malfunction has been noticed and/or reported.

(o) Depreciation, damage, malfunction or failures occurring while the system is being used for any illegal purpose.

3.2 The Purchaser will be responsible for any service call and/or premium charged for overtime labour requested by the Purchaser, and for any service and/or maintenance not directly related to a defect covered under this warranty.

3.3 The Purchaser will always be responsible for all costs associated with transporting equipment to and from Enviroline Group Pty Ltd or an authorised repairer unless Enviroline has specifically requested otherwise in writing.

4. WARRANTY SERVICE

4.1 Warranty service must be performed by Enviroline Group Pty Ltd or an Enviroline Authorised Dealer who is authorised to service the type of equipment involved.

5. TO SECURE WARRANTY SERVICE

5.1 In order to secure warranty service, the Purchaser must:

- (a) Report the defect to Enviroline Group Pty Ltd immediately and within the warranty period.
- (b) Present an invoice for the Sewercam/IBOS Product with model and serial numbers recorded.
- (c) Make the product available to Enviroline or the authorised repairer immediately after notification of a problem.
- (d) Arrange and pay for the return/transport of the product to an authorised Enviroline repairer at the Purchaser's expense. Equipment must be returned carriage paid. Enviroline will not be liable for freight costs.

6. LIMITATION OF LIABILITY

6.1 To the fullest extent permitted by law, Enviroline Group Pty Ltd shall not be liable (in contract, tort or otherwise and whether or not the result of negligence) for:

- (a) Consequential loss, damage or injury.
- (b) Loss of profits, downtime, goodwill, revenue, rental, or acquisition of substitute equipment.
- (c) Any other commercial loss, personal injury or costs incurred by the Purchaser while the product is out of service.

7. MAINTAINING WARRANTY COVERAGE

7.1 To maintain warranty coverage, the Purchaser must:

- (a) Operate the product as described in the Operator's Manual.
- (b) Maintain the product in accordance with the servicing details in the Operator's Manual.
- (c) Use genuine Enviroline parts.

8. REPRESENTATION

8.1 Enviroline Authorised Dealers have no authority to make any representation, promise or admission on behalf of Enviroline Group Pty Ltd or to modify these terms in any way.

WARRANTY SCHEDULE

- Sewercam/IBOS CCTV Camera System/Location Equipment – 12 Months