

### WARRANTY CLAIM FORM

CUSTOMER TO COMPLETE						
<i>Document <b>MUST</b> be returned in Word format. <b>DO NOT</b> convert to PDF</i>						
Date						
Business Name						
Address						
Contact Name						
Phone Number						
Email Address						
EQUIPMENT						
Make		Model				
Serial Number						
Room Location						
CLAIM DESCRIPTION						
<i>Describe in detail the reported equipment issue/s</i>						
RETURN DETAILS						
Equipment to be returned to LAFtech						
Date dispatched to LAFtech						
Consignment Number		Carrier				
<small>Note: LAFtech accepts no liability whatsoever for loss or damage of the equipment described above during transit or at LAF Technologies premises.</small>						
LAFTECH TO COMPLETE						
Date Equipment Received						
Distributor/Manufacturer RMA #						
Supply / Installation Date						
Equipment Within Warranty Period	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	N/A
Physical Damage - External	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	N/A
Physical Damage - Internal	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	N/A
Replacement Parts Delivered	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	N/A
Manufacturer Notified to Replace Parts	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	N/A
Freight Charged	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	N/A
Consignment Number		Carrier				
Invoice Number <i>(if applicable)</i>						
Date completed						
Warranty Spreadsheet Updated	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		

## PRODUCT WARRANTY TERMS AND CONDITIONS

Thank you for purchasing equipment supplied and serviced by LAF Technologies Pty Ltd.

We are here to support you in the event of a product technical fault.

The conditions of our warranty are outlined as follows: LAF Technologies Pty Ltd products come with either a 1, 2, or 3-year limited warranty, depending upon the product purchased, beginning on the date of shipment from any LAF Technologies Pty Ltd warehousing location.

To determine which warranty applies to your product, refer to **Appendix A** or contact our office for further clarification.

LAF Technologies Pty Ltd limited warranty covers defects in materials and workmanship.

The LAF Technologies Pty Ltd limited warranty shall be, at our option, to repair or replace any defective parts of the equipment, provided if proven to the satisfaction of LAF Technologies Pty Ltd that these parts were defective at the time of being sold, and that all defective parts shall be returned, properly identified with a Warranty Claim form accurately completed.

This limited warranty covers parts and labour, only in what is required to repair the equipment only, and not transportation / insurance charges, sterilisation and re-certification works.

LAF Technologies bears no responsibility for the operation or performance of any products in any manner, other than that which the product is usually tested and applied under industry standards, nor for any damage to a product from abuse, misapplication, unauthorised repairs, abrasion, erosion, corrosion, or the like due to abnormal temperatures, or the influence of foreign matter, nor for the design or operation of any system of which any product may be made, or for the suitability of any product for any particular application.

LAF technologies shall not be liable for any cost or expense, including without limitation, labor expenses, in connection with removal or replacement of alleged defective equipment or any part or portion thereof nor for incidental or consequential damages of any kind, or under any circumstances for any damage beyond the price of the goods sold.

### This warranty does not cover:

- Freight or installation (inside delivery handling) damage.  
If your product was damaged in transit post initial delivery / installation, you must file a claim directly with the freight carrier
- Products with missing or defaced serial numbers
- Products for which LAF Technologies Pty Ltd has not received payment
- Problems that result from:
  - External causes such as accident, abuse, misuse, problems with electrical power, improper operating environmental conditions and handling
  - Servicing not authorised by LAF Technologies Pty Ltd
  - Usage that is not in accordance with the product instructions
  - Failure to perform preventative maintenance
- Problems caused by using accessories, parts or components not supplied by LAF Technologies
- Customer modifications to the product
- Consumables such as filters (HEPA, ULPA, carbon, pre-filters) and fluorescent / UV bulbs, and items of wear and tear during standard in operational use

*All express and implied warranties for the product, including, but not limiting to, any implied warranties and condition of merchantability and fitness for a particular purpose, are limited in time to the term of this limited warranty.*

*No warranties, whether express or implied, will apply after the limited warranty period has expired.*

*LAF Technologies Pty Ltd does not accept liability beyond the remedies provided for in this limited warranty or special, indirect, consequential, or incidental damages, including, without limitation, any liability for third party claims against you. For damages for products not being available for use or lost work.*

*LAF Technologies Pty Ltd liability will be no more than the amount you paid for the product that is the subject of the claim. This is the maximum amount for which LAF Technologies Pty Ltd is responsible.*

*These terms and conditions shall be governed by and construed in accordance with the laws of Australia and shall be subject to the exclusive jurisdiction of the courts of the state of Victoria Australia.*

LAF Technologies Pty. Ltd.

Admin – ISO 9001-WTCC Issue A / Approved by Kath Munro February 2023

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with ISO / IEC 17025 NATA  
Accreditation No:14775

### Appendix A

Manufacturer	Warranty Period	Warranty Works Performed
AirScience / Filtco	2 Years parts and labour	Onsite / Back to base
AM instruments	1 Year parts and labour	Onsite / Back to base
BioAir CO2	1 Year parts and labour	Onsite / Back to base
BioAir Industrial	1 Year parts and labour	Onsite / Back to base
BioAir LAF/BSC	3 Years parts and labour	Onsite / Back to base
Cryotherm	1 Year parts and labour	Onsite / Back to base
Devea Phileas	1 Year parts and labour	Back to base only
JS Research	1 Year parts and labour	Onsite / Back to base
Light Progress	1 Year parts and labour	Onsite / Back to base
Lighthouse (LWS)	2 Years parts and labour	Back to base only
Nuline	2 Years parts and labour	Onsite / Back to base
Stakpure	1 Year parts and labour	Onsite / Back to base
Other	1 Year parts and labour	Back to base only
Priority Supplies	1 Year parts and labour	Onsite / Back to base
Quantum Air Tech PCI	1 Year parts and labour	Back to base only
Ruskinn / Baker	1 Year parts and labour	Onsite / Back to base
TEC Services Inc	1 Year parts and labour	Back to base only
TOMI AIHP	1 Year parts and labour	Back to base only