

## CleanAIR<sup>®</sup> by Maxisafe PAPR Warranty Policy

**Warranty Coverage:** Techware Pty Ltd offers a limited warranty for its CleanAIR PAPR products. The warranty covers manufacturing defects in materials and functionality. The duration of the warranty period is 2 years for PAPR units and 1 year for battery components, from the date of purchase. This excludes filter products.

**Warranty Exclusions:** The following scenarios are not covered under the warranty:

- a. Damage caused by improper use, improper maintenance, abuse, mishandling, negligence, or accidents. Including the incorrect care when changing or replacing filters.
- b. Normal wear and tear of parts, components, or accessories.
- c. Repairs, modifications, tampering, or disassembly performed by unauthorised personnel.
- d. Damage caused by using non-original or unauthorised parts and accessories.
- e. Damage caused by using the product outside of its intended purpose.
- f. Products beyond the extent of the warranty period.
- g. Lack of evidence proving the original purchase of the unit.

**Warranty Claim Process:** To file a warranty claim, the customer must follow these steps:

- a. Contact our Customer Support Team: If you encounter an issue covered by the warranty during the warranty period, promptly notify our customer support team. You can reach them via [orders@techware.net.au](mailto:orders@techware.net.au), and they will guide you through the claim process.
- b. Provide Necessary Information: The customer must provide the following information when filing a warranty claim:
  - Full name and contact details (email address, phone number).
  - Product model code and serial number.
  - Proof of purchase (receipt or invoice).
  - Video & photo evidence of issue.
  - Detailed description of issue.
  - Description of the work being done with the unit i.e. stone cutting, mold removal, welding, etc.

- c. Troubleshooting Assistance: Before proceeding with the warranty claim, our customer support team may provide troubleshooting assistance to resolve the issue remotely.
- d. Product Inspection (if required): In some cases, the customer may need to send the product back to our warehouse for inspection. The customer will be responsible for the shipping costs to return the product.
- e. Evaluation and Resolution: Upon receiving the product, our technical team will conduct a thorough inspection to determine whether the reported issue is covered under warranty. If eligible, we will repair or replace the product at no cost to the customer.
- f. Return Shipment (if applicable): For products that require repair or replacement, we will cover the shipping costs for returning the product to the customer.

**Repaired or Replaced Products:** If the product is deemed eligible for warranty coverage, Techware Pty Ltd will, at its discretion, either repair or replace the defective product or defective parts of the product. If the same model is not available, we may provide an equivalent or alternative product.

**Customer Responsibilities:** To maintain the warranty coverage, customers must:

- a. Use the PAPR product strictly in accordance with the instructions provided in the product manual.
- b. Keep the product in proper and clean condition, adhering to maintenance guidelines.
- c. Refrain from tampering with or modifying the product in any way.
- d. Store the product in a safe and appropriate environment when not in use.
- e. Show the original receipt as proof of purchase.

**Limitation of Liability:** Under no circumstances shall Techware Pty Ltd be liable for any indirect, consequential, or incidental damages arising from the use or inability to use the CleanAIR PAPR product. Our liability is limited solely to the repair or replacement of the defective product as stated in this warranty policy.

**Governing Law:** This warranty policy shall be governed by the laws of the Australian government.

**Updates to Warranty Policy:** Techware Pty Ltd reserves the right to update or modify this warranty policy at any time. Customers will be notified of any changes via the company's official website or other appropriate communication channels.

**Contact Information:** For any warranty-related inquiries or assistance, please contact our Customer Support Team at: [orders@techware.net.au](mailto:orders@techware.net.au)

By purchasing and using our CleanAIR PAPR products, customers agree to abide by the terms and conditions outlined in this warranty policy.

Techware Pty Ltd

30 Bonview Cct Truganina VIC 3029 Australia

Established 2023