

Warranty Certificate

This warranty is provided by Synergy Aluminium Towers Pty Ltd T/As Synergy Access Equipment ("Synergy") ABN 11 143 110 534.

Consumer Rights

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act. You are entitled to a refund or replacement for a major failure and for 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.

Lodging a Claim

To lodge a warranty claim please contact your Synergy representative or alternatively contact our team on:

sales@ssaas.com.au
1300 796 305

Synergy Access Equipment products are warranted against manufacturer's defects. The warranty is valid only to the original purchaser with a proof of purchase that clearly shows the purchase date. Once your claim is received, a representative of Synergy will determine whether your warranty claim is valid. If your claim is valid, the representative will inform you of how Synergy will honour your claim. Costs you incur in making this warranty claim are your responsibility and not covered by this warranty. Once you lodge your warranty claim, Synergy may, before proceeding with warranty service, require that you provide proof of purchase, respond to questions designed to assist with diagnosing potential faults and follow Synergy's procedures for obtaining warranty service. You are required to respond to all requests promptly and at your own expense.

Warranty Cover

Synergy warrants all Synergy and Sky Equipment branded products against defects in materials under normal & proper use.

The warranty period commences from the date of purchase, stated on the proof of purchase document (Tax Invoice) for a period of

- One (1) year for: Mobile scaffold, trolleys, KwikAlly, FRP scaffold, ladders, Crane Bins, Skip Bins, Front/Rear loaded bins, Steel Acroprops, Form work H & V Frames, Form work base jacks & U Head Jacks.
- Ten (10) years for: Welding on all aluminium scaffold, aluminium props aluminium dolly trolleys & ladder components.
- Three (3) years for: Galvanised Steel, Galvanised Steel Acoustic & MDF access panels.

In addition, Synergy warrants that all scaffolding systems are structurally sound and have been tested locally (in Australia) to the Australian Standard 1576. Furthermore, all our scaffolding systems are registered and approved by Work Cover NSW with reciprocal rights in other states of Australia.

If you submit a valid claim under this warranty, Synergy will, at its option:

- (i) repair the product;
- (ii) replace the product with a product that is at least equivalent to the original product in function and quality; or
- (iii) refund the purchase price. When a product or component is replaced or refunded, any replacement item becomes your property and the replaced item becomes Synergy's property.

If any additional warranty is issued by Synergy, the terms of that additional warranty prevail to the extent of any inconsistency.

This product warranty is subject to the exclusions and conditions below.



Warranty Exclusions

This warranty does not apply for products that:

- Are not purchased from Synergy or an authorised reseller
- Have been modified and/or altered without explicit and written consent from Synergy.
- Have not been fitted according to manufacturer's installation guide, and in the absence of a product specific installation guide, the industries proper method of installation.
- Are of natural timber or engineered wood construction and are fitted to areas of high moisture content (e.g bathrooms, steam rooms etc.)

This warranty does not apply to damage caused by:

- The fitting or use of components not supplied by Synergy
- Repair, maintenance or service by a person not authorised by Synergy
- Corrosion to products caused by contact with acid and or other harsh corrosive chemicals
- Rain or moisture damage on any natural timber or engineered wood products.
- Normal wear and tear.

Special Conditions

Synergy advises customers not to keep scaffold platforms in the rain and as a precaution to store in under cover, as plywood is an engineered timber that may delaminate under constant variation in the elements.

Updates to Warranty Cover

Synergy reserves the right to update this Warranty in line with Consumer Guarantees legislation. This Warranty is not intended to limit Synergy's obligations under Consumer Law, any further and up to date information can be obtained from your Synergy Representative or our office, please contact 1300 796 303.