

Catmacs Warranty Policy (Catmacs WA Pty Ltd)

Catmacs hereby warrants their new equipment sold for a period of 12 months from the date of installation against defective materials.

- Easylube products are warranted for 24 months from date of sale.
- Workmanship is warranted for 3 months from date of sale.
- Any claims made against Catmacs without having first obtained permission to repair the equipment will not be recognised.

1. Catmacs must be given the first option to repair the equipment. If Catmacs are unable to attend to the repair of the equipment, we will attempt to locate and appoint a third party to repair the equipment on our behalf.

2. Catmacs will commence work or issue replacement parts only once the customer has provided an order number. These items will be invoiced to the customers account pending warranty inspection. If upon examination of the faulty item(s), it is proved to the satisfaction of Catmacs, to be defective as a result of workmanship or materials, Catmacs will refund the cost of the invoiced parts & labour.

3. If the failure is found to be not covered by warranty, the customer may be required to pay the cost of travelling and/or accommodation for Catmacs fitters if inspection or repair of the defective components is required outside the Metropolitan area.

4. This warranty does not cover damage to hose, tubing, fittings or electrical harness, due to abrasion, fire or rock damage etc.

5. This warranty does not cover damage to components caused by normal wear and tear that would normally be encountered in service.

6. This warranty does not cover damage to components caused by dirt ingress into the grease system or failure due to foreign particles / contaminated grease.

7. By acceptance of the equipment at commissioning of the lubrication system or payment by the customer shall be deemed to have accepted that the installation of the equipment has been carried out satisfactorily. Post commissioning, any repair or relocation of hoses, adjustment of injectors, grease type, timer or pressure switch adjustments shall be the responsibility of the customer.

8. This warranty shall be void in the event of the customer effecting, or causing to be effected any repairs or replacement of the equipment, subject to the written authorisation of Catmacs to proceed with repairs on its behalf.

9. This warranty shall not cover any cost, expense, liability or damage arising out of, or caused by any defective equipment, and shall be limited solely to the cost of repair or replacement of the defective components of the lubrication system only. Liability for any loss of profits, expenses or production downtime, whether suffered by the customer or any third party, is hereby expressly excluded from this warranty.

10. Save to the extent that the Trade Practices Act (1974) as amended or any other statute expressly provides, Catmacs shall not be responsible for any defect of the equipment not expressly included in this warranty.

11. Warranty does not cover freight on goods returned to Catmacs, replacement goods, or goods returned to the customer.

12. Customers are responsible to ensure regular inspections of automatic lubrication equipment and to notify Catmacs of any faulty equipment .