

WARRANTY STATEMENT

2 Year Warranty

Flashing Arrow Signs (Arrow Boards), Mobile Variable Message Signs (MVMS), Permanent Variable Message Signs (PVMS), Portable Traffic Lights (PTL), Vehicle Activated Signs (VAS) and LED Display Module Boards (component of VMS)

12 Month Warranty

Speed Indication Device Signs (SID), LED Enhanced Static Road Signs, VMS Controller Components, On-board Batteries (all products) and Spare Parts (excluding warranty service)

6 Month Warranty

Service (excluding warranty service) - 6 Months

Artcraft Pty Ltd Guarantees and Warranties

Artcraft Pty Ltd is a leading manufacturer of solar powered portable traffic equipment and enhanced road signs, suppliers to the industry including councils, road authorities, and construction and hire companies. Our products are easy to use and tested under all conditions. We are a proud Australian company with local manufacturing.

What you must do to obtain Warranty Service

Artcraft products, parts or equipment requiring warranty service must be taken to a Artcraft service centre or authorised service agent. This is what we term 'back to base warranty'. Go to the 'contact us' page at www.itsau.com.au to find your nearest Artcraft service centre or authorised service agent. Present your purchase invoice / receipt and Artcraft will conduct or arrange an inspection by an authorised service centre or service agent. In the case where an inspection reveals no warranty eligible defect, Artcraft reserves the right to charge you for the inspection. Artcraft also reserves the right to charge you for parts, labour and ancillary cost associated with rectification work, if the fault is not as a result of a manufacturing defect. You will be notified if your product is found to be ineligible for warranty repair.

What is covered?

The warranty covers all defects in materials or workmanship for the duration of the product warranty and is in addition to the protection conferred by law. We will pay all labour and material costs for items covered under this warranty, provided the repairs are carried out with our approval by an Artcraft service centre or authorised service agent. Artcraft will, at its option, repair or replace the product covered by this warranty which becomes defective, malfunctions or otherwise fails to conform within this warranty, under normal use and service during the term of this warranty, without charge for labour or materials. Go to the 'warranty' page at www.itsau.com.au for company warranty statement(s).

What is not covered?

However, our warranty excludes the follow:

- Failure due to product not used in accordance with instructions contained in the 'Operations and Maintenance' manual or 'Users-Manual'.
- Failure or damage due to operation outside of product specifications.
- Damaged caused by fluctuations in the electrical current when operating on or recharging from mains power.
- Damage resulting from repairs, or attempt to repair, by someone other than Artcraft service centre or authorised Artcraft service agent.
- Damaged caused by traffic accident, negligence, misuse, vandalism or improper operation.
- Any product where the serial number has been altered, defaced, modified or removed.
- The replacement of parts necessitated by normal wear and tear, and any periodic maintenance.
- Damage or loss of product during shipments
- Trailer tyres are EXCLUDED from any warranty offer by Artcraft
- When modifications are made to product, i.e. arc-welding
- Freight and courier charges