



# V-LINE VERTICAL LIFELINE WARRANTY

Performance and 5 Year Corrosion Resistance Guarantee

## SafetyLink Pty Limited (“SafetyLink”) V-LINE Vertical Lifeline Performance and 5 Year Corrosion Resistance Guarantee

SafetyLink guarantees for a period of 5 years from the date of purchase:

- ▲ that the galvanised steel and stainless steel components comprised in the SafetyLink V-Line Vertical Lifeline System (“the system”) will perform in accordance with the descriptions contained within SafetyLink’s technical manuals as published at the time of the installation of the system, provided the system is installed, maintained and used in accordance with those manuals;
- ▲ the galvanised steel and stainless steel components comprised in the system will not be subject to corrosion, provided the system is installed, maintained and used in accordance with those manuals.

and provided that

1. evidence of the purchase date of the system are sent to SafetyLink;
2. the system is owned by the person claiming under this guarantee;
3. the system has not been altered, tampered with, misused or handled carelessly – general wear and tear is excluded from this guarantee
4. repairs to the system have not been attempted other than by SafetyLink service staff or a contractor approved by SafetyLink (“Approved Contractor”);
5. the system was installed and commissioned by SafetyLink or a SafetyLink Approved Contractor;
6. all components used in the system are those manufactured and supplied by SafetyLink;
7. the system has been correctly used in accordance with its user instruction manual;
8. the system has been and is inspected annually by SafetyLink service staff or “Approved Contractor” and any work notified by the Approved Contractor to the user as required to make good the system (other than work falling under this guarantee) has been carried out within 1 month of such notification;
9. notification has been given to SafetyLink where it is proposed that the system be used in an aggressive environment such as (without limitation) a chemical plant, coastal proximity or inside a swimming pool and SafetyLink has confirmed in writing the extent if any to which this guarantee will apply in such circumstances; and
10. you notify any claim under this guarantee to SafetyLink in writing to the address below no later than 14 days after the event or occurrence concerning the system giving rise to the claim and you pay all costs related to your claim.

Failure to comply with any of these conditions will mean that this guarantee does not apply.

During the period of the guarantee SafetyLink may in its discretion repair or replace parts free of charge or refund the purchase price for the system.

This guarantee may cover all of the aluminium comprised in the system or only such specified components as notified by SafetyLink on its original purchase. SafetyLink shall not be obliged to replace the entire system subject to a claim under this guarantee but only the defective part or parts. SafetyLink shall be entitled to exercise its discretion based on its professional expertise as to whether to replace or repair any part of the system.

If you make a claim under this guarantee, SafetyLink or its Approved Contractor will inspect the system as soon as reasonably practicable and advise you whether the matter in question falls within the guarantee and if so what it proposes by way of repair or replacement.



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SafetyLink shall bear the costs of parts incurred in any proposed replacement or repair only and will arrange at SafetyLink's cost for the labour to make any replacement or repair approved by SafetyLink, or, at SafetyLink's discretion, will pay you the reasonable labour costs incurred by you in making any replacement or repair approved by SafetyLink.

In the event that there is any dispute as to whether a claim is covered by this guarantee, the dispute will be referred to an independent expert acceptable to both parties, or failing agreement:

- ▲ in the case of a corrosion related claim by an independent expert chosen by the National Physical Laboratory;
- ▲ in the case of a performance related claim by an independent expert chosen by the Engineering Employers Federation;

in each case on the application of either party. The independent expert shall act as an expert and not an arbitrator and his decision shall be final and binding. The costs of the independent expert shall be borne by the party against whom the independent expert decides.

This guarantee does not apply to any components in the system not made of aluminium, does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This guarantee is offered as an extra benefit and are in addition to you other rights and remedies as a consumer under Australian Consumer Law. In particular, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.