WARRANTY STATEMENT

# AERL Nexus Gateways

AERL Cloud Communications Interfaces · Warranty Conditions · Australia and New Zealand

Nexus Lite · Nexus 4G · Nexus Mini

## 1. ABOUT THIS WARRANTY

This document sets out AERL's warranty for the following products, supplied in Australia or New Zealand:

| MODEL | PRODUCT |
|---|---|
| Nexus Lite | Nexus Lite (formerly sold as Nexus) |
| Nexus 4G | Nexus 4G |
| Nexus Mini | Nexus Mini |

### 1.1 Who Gives This Warranty

This warranty is given by **AERL Pty Ltd** (AERL), ABN 87 653 916 477, to the original purchaser of the product.

| | WARRANTOR |
|---|---|
| Company | AERL Pty Ltd |
| Address | 1/75 Bluestone Circuit, Seventeen Mile Rocks QLD 4073, Australia |
| Phone | 1800 950 865 |
| Email | support@aerl.com.au |

**AUSTRALIAN CONSUMER LAW STATEMENT**

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.

The benefits given by this warranty are in addition to other rights and remedies you have under the Australian Consumer Law and other laws. Nothing in this document excludes, restricts or modifies those rights.


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## 2. HOW LONG THE WARRANTY LASTS

### 2.1 Warranty Period

| YOUR WARRANTY | HOW LONG |
|---|---|
| Standard warranty | **2 years** |

The period runs from the warranty's start date (section 2.2).

### 2.2 When the Warranty Starts

Your warranty starts **30 days after AERL dispatches the Nexus**, whether AERL sends it to you, your installer or the business you bought it from. If the Nexus connects to AERL Cloud before then, the warranty starts on the day it first connects instead.

A Nexus that fails after AERL dispatches it but before its warranty starts is also covered.

AERL can tell you the start and end dates of your warranty from the serial number.

## 3. WHAT THE WARRANTY COVERS

- **Parts and repair labour.** AERL pays for the parts and labour to repair a manufacturing fault found within the terms and period of this warranty.
- **Labour on site.** AERL does not pay for labour or travelling time to disconnect or reinstall the Nexus.
- **Freight.** You pay to send the faulty product to AERL; AERL pays to return the repaired or replacement product. AERL returns it to you within Australia or New Zealand and chooses the freight method.

## 4. CONDITIONS

- Install and use the Nexus as its installation and user manual sets out. If you do not, your warranty may be void.

## 5. WHAT IS NOT COVERED

The warranty does not cover a fault, or a similar fault, caused by:

(a) lightning

(b) water or moisture getting into the product

(c) vermin

(d) the wrong supply voltage

(e) faulty installation

(f) using the product for something it is not intended for

(g) changes to the product that affect its reliability or performance and are not caused by a manufacturing fault

(h) damage caused by other parts of the system


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## 6. HOW TO MAKE A CLAIM

(a) Contact AERL on 1800 950 865 or support@aerl.com.au.

(b) Tell AERL the model and serial number, when the Nexus was bought and installed, and what the fault is. AERL may ask for proof of purchase.

(c) AERL works through the fault with you. If the Nexus needs to come back, AERL gives you an RMA number and the RMA paperwork.

(d) Send the faulty Nexus, with its RMA paperwork, to AERL at 1/75 Bluestone Circuit, Seventeen Mile Rocks QLD 4073, Australia.

(e) AERL checks the Nexus. If the fault is covered, AERL repairs or replaces it as set out in section 3.

Do not send a product to AERL without a Return Materials Authorisation (RMA) number.

## 7. LIMITS

- AERL is not responsible for any consequential loss or expense while the Nexus is out of service.
- AERL is not responsible for misleading or incorrect information given by anyone not directly employed by AERL.

Nothing in this section limits any rights you have under the Australian Consumer Law.

**Service and Warranty Claims**

**1800 950 865 · support@aerl.com.au · aerl.com.au**

AERL Pty Ltd, 1/75 Bluestone Circuit, Seventeen Mile Rocks QLD 4073, Australia


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