

Effective with Sales to the First User on or after 1st July, 2025

EDMO Australia Pty Ltd (“EDMO”) warrants all new and repaired EDMO products sold by it are free from defects in material and workmanship.

This warranty applies only to EDMO-manufactured products and does not extend to third-party components, consumables, or products used outside of their intended industrial applications. These items may be covered by separate warranties provided by their respective manufacturers.

This Warranty is subject to the following:

Warranty Period

The standard warranty period for all new EDMO products is 12 months from the date of delivery to the first user. Repaired products are covered under warranty for a period of 6 months from the date of delivery.

Low Usage Extension:

If it can be demonstrated that the equipment has experienced minimal usage during the initial warranty period, EDMO may, at its discretion, extend the warranty for an additional 6 months.

EDMO Responsibilities

If a defect in material or workmanship is found during the warranty period, EDMO will, during normal working hours and at an authorised EDMO Service Agent location:

- Provide (at EDMO’s discretion) new or EDMO-approved repaired parts or assembled components necessary to correct the defect.

Note: Parts or components provided under this warranty are covered for the remainder of the original warranty period applicable to the product in which they are installed, as if they were original components. Items replaced under this warranty become the property of EDMO.

- Replace hydraulic oil and other service items made unusable by the defect.
- Provide reasonable and customary labour required to correct the defect.
- If, in EDMO’s opinion, the product cannot be reasonably transported to EDMO or an authorised EDMO Service Agent location, EDMO will provide travel labour coverage of up to 2 hours round trip during normal working hours.

Travel labour exceeding four hours round trip, as well as any associated costs such as meals, mileage, lodging, or other expenses, will be the responsibility of the user.

User Responsibilities

The user is responsible for:

- Providing proof of the delivery date to the first user.
- Labour costs, except as stated under EDMO Responsibilities.
- Travel expenses not covered under EDMO Responsibilities.

- All costs associated with transporting the product to and from EDMO or an authorised EDMO Service Agent location.
- Premium or overtime labour costs.
- Parts shipping charges exceeding usual and customary rates.
- Local taxes, if applicable.
- Costs to investigate complaints, unless the issue is confirmed to be caused by a defect in EDMO material or workmanship.
- Giving timely notice of a warrantable failure and promptly making the product available for repair.
- Performing all required maintenance by EDMO or authorised EDMO Service Agent including the use of correct, lubricants, and replacing items due to normal wear and tear.

Limitations

- Failures resulting from any use deemed improper by EDMO.
- Failures caused by attachments, accessory items, or parts not sold or approved by EDMO.
- Failures due to abuse, neglect, or improper repair.
- Failures resulting from the user's delay in making the product available after being notified of a potential issue.
- Failures caused by unauthorised repairs, adjustments, or modifications, including repairs carried out by unauthorised service agents.
- Damage to parts, fixtures, housings, attachments, and accessory items that are not part of the EDMO-manufactured product.

This warranty covers all components of EDMO-manufactured products.

Claims under this warranty should be submitted to EDMO or an authorised EDMO Service Agent location. For further information regarding warranty claims or EDMO as the issuer of this warranty, please contact:

Edmo Sales

sales@edmo.com.au

+61 7 5591 2400

or visit <https://www.edmo.com.au> to find your Authorised Repair Agent

Legal Compliance

EDMO's obligations under this Limited Warranty are subject to, and shall not apply in contravention of, the laws, regulations, directives, ordinances, or statutes of Australia or any other applicable jurisdiction. EDMO shall not be held liable where compliance with such legal requirements prevents or limits the fulfilment of warranty obligations.