



## HSM® Document Shredders - Warranty

### Extent of Limited Warranty

- For all machines sold after 1<sup>st</sup> January, 2018, Renz Australia warrants that the HSM shredder products will be free of defects in material and workmanship for 3 years from the date of purchase.
- A special warranty for the solid steel cutting rollers in HSM document shredders is offered, this is provided independently and is valid for the entire service life of the machine (HSM LIFETIME WARRANTY). This does not apply to Shredstar models, industrial machines (Powerline, FA Models), OMDD optical media cutting heads and shredders with cutting widths 0.78 x 11mm or smaller.
- Renz Australia's limited warranty covers only those defects that arise as a result of normal use of the product and does not cover any other problems, including those that arise as a result of: (i) misuse, (ii) improper maintenance or modification; (iii) operation outside the product's specifications (eg. Over feeding); (iv) lack of appropriate waste clearance or proper maintenance; (v) fair wear and tear or (vi) unauthorized modification/repairs.
- Preventative maintenance or any other servicing, or equipment setup work does not fall within the scope of warranty.
- Warranty claims are limited as follows:
  - HSM AC equipment (230 V):
    - HSM Classic, Securio and Pure models: 3 years
    - HSM Shredstar: 2 years
    - HSM FA & Powerline: 1 year (6 months if used in multiple shifts)
  - The warranty obligation for Shredstar models is limited to free delivery of a substitute device upon the return and inspection of faulty device at customers cost for 2 years from date of purchase.
  - Other products such as Three Phase (415V) equipment and cardboard shredders carry a 1 year warranty in one-shift operation; warranty period for machines used in multi-shift operation is 6 months.
  - Solid steel cutting rollers by HSM alternating-current document shredders (230 V) with security level 5, HS Level 6 cutting unit: 2 years
- If Renz Australia receives, during the warranty period, notice of a defect in any product which is covered by this warranty, Renz Australia shall either repair or replace the product, at its own discretion.
- Claims of defects shall be excluded if they are not made in writing without delay, at the latest, however, within 10 days of receipt of the goods, stating the delivery note and invoice Nos. as well as with a description of the defect complained about. Hidden defects are to be notified immediately after discovery; the onus of evidence for the hidden nature of the defect shall be borne by the Purchaser.
- If Renz Australia is unable to repair or replace, as applicable, a defective product which is covered by this warranty, it shall, within a reasonable time after being notified of the defect, refund the purchase price of the product.
- The purchaser shall allow Renz Australia sufficient time and opportunity to repair the defect or supply a replacement.
- Renz Australia shall have no obligation to repair, replace or refund until the customer returns the defective product to Renz Australia at its own cost unless otherwise agreed. Onsite warranty support is available in capital city metropolitan areas but is limited to machines with a 60 litre waste receptacle or higher.
- Renz Australia shall not incur any extra costs, in particular for transport, work and material costs of any kind, because the goods have been subsequently brought to a different location. Any remedy for warranty shall be limited to repair or replacement of the machine or the contracted value. Other costs such as operator training travel & accommodation, freight, consumables or other additional costs are not covered by this warranty.
- Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
- Renz Australia reserves the right to withhold warranty support if the customer has not followed any agreed payment terms for the equipment.

- The warranty is conditional that the equipment is maintained by a Renz Australia authorised service agent and is serviced at an interval of no less than 2 years.
- During the warranty period no part or parts of the machine shall be replaced with any components or parts which have not been supplied by Renz Australia nor shall the machine be dismantled, or modified or repaired by a person other than a representative authorized by Renz Australia.
- Renz Australia's decision on questions as to defects shall be conclusive. Any component or part which has been replaced shall become the property of Renz Australia in case they need to be returned to the factory for evaluation.

#### **Limited Warranty**

- TO THE EXTENT ALLOWED BY LAW, RENZ AUSTRALIA DOES NOT MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

#### **Warranty Claims**

- Warranty claims should be made as soon as a fault is discovered and further use of the machine should cease until the claim is resolved to avoid any further damage or problems.
- To be effective a warranty claim shall be required to be made in writing (letter, email or fax) to Renz Australia at one of the addresses shown below. Such warranty claim should include the model and serial number of the machine, the purchase date and description of the nature of any problem as well as all relevant contact details of the claimant.
- During the warranty period no part or parts of the machine shall be replaced with any components or parts which have not been supplied by Renz Australia nor shall the machine be dismantled, or modified or repaired by a person other than a representative authorized by Renz Australia.
- Renz Australia decision on questions as to defects shall be conclusive. Any component or part which has been replaced shall become the property of Renz Australia in case they need to be returned to the factory for evaluation.
- This Warranty is not transferable.
- Renz Australia shall not in any event be liable for any consequential loss or damage arising out of faults in the machine.
- These terms and conditions only apply to Australia.

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**Dealers / Service Agents  
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