



Metlam Australia  
ANB 31 125 641 429  
17 Parkers Road New Gisborne VIC  
3438  
Phone: 1300 METLAM  
Fax: 03 5428 1780  
Email: service@metlam.com.au

## Service Call Request Form

### CUSTOMER INFORMATION

_____	_____
Company Name	Date
_____	_____
Address	Date product installed
_____	_____
Phone number   Email address	Serial number/s (If applicable)
_____	_____
_____	Invoice number (if known)
_____	_____
_____	Point of purchase

#### Type of Request

- Service call required       Warranty claim

Detailed description of fault:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*METLAM Australia is an all Australian owned and operated private enterprise which manufactures its products within strict guidelines set by Standards Australia. All products are made and supplied fully compliant with all building codes and ordinances set by the pre mentioned governing body.*

*Should this service claim be deemed NOT to be a fault of workmanship or manufacture, METLAM Australia exercises its right to issue the appropriate charges for effecting the action requested. This will be in the form of a Call out Fee (\$75.00) with additional hourly rates levied at \$45 per hour or part thereof.*

_____	_____
Signature	Date

#### For Administrative Use Only:

_____	_____
Action taken (please attach)	Date completed

_____	_____
Service Department signature	Date

# Metlam Australia Product Warranty Statement

Metlam Australia Pty Ltd guarantees to all purchasers that each new Metlam product as bought via our distributors / merchants is free from defects in all material and workmanship and is fit for purpose in use and application, upon the following terms, conditions and limitations.

- a. This Warranty is limited to replacing or repairing, at our discretion, any Metlam product or part thereof, which upon our inspection is determined to have been defective within the limitations of this Warranty
- b. The Warranty does not include installation or any other charge, and does not apply to any product as damaged or ineffective in operation due to accident, abuse or misuse, improper handling, insufficient protection during the construction program or improper maintenance in operation.
- c. This Warranty does not encompass fasteners or anchoring devices (other than those supplied by Metlam, and in turn are not covered if proven to have been incorrectly installed) nor consumables such as dispenser soaps (e.g. water based in stainless product) or papers (the latter being the sole responsibility of the end-user).
- d. The period during which Metlam Australia Pty Ltd products are warranted is as follows, from the date of Invoice to a distributor / merchant.
  - i. Complete units such as Paper Towel Dispenser & Waste Receptacle / Soap Dispenser - 1 Year
  - ii. #304 Stainless Steel Mirror Frames – 1 Year against corrosion
  - iii. Hand Dryers – HK 1800, EcoMo, EcoFast and EcoSlender Series and HK 100N - 3 Year / HK 2200 Series and HK 2400SAR- 5 Year / HK 2400PA, HK QA and JA Series – 10 Year
  - iv. All other product – 1 Year
- e. Should Metlam Australia Pty Ltd be liable for a breach of a condition of warranty implied by Division 2 of Part V of The Trade Practices Act 1974 (“Act”), (not being a condition or warranty implied by Section 69 of the Act) our liability for the breach will, subject to Section 68A(s) of the Act, be limited to one of the following as determined by us:
  - a. If the breach relates to goods:
    - i. The replacement of the goods or the supply of equivalent goods;
    - ii. The repair of such goods;
    - iii. The payment of the cost of replacing the goods or of acquiring equivalent goods; or
    - iv. The payment of the cost of having the goods repaired; and
  - b. If the breach relates to services:
    - i. The supply of the service again;
    - ii. The payment of the cost of having the service supplied again
- f. The replacement or repair of defective Metlam Australia Pty product as stated in this Warranty shall constitute the sole remedy of the purchaser/installer/end-user and the sole liability of Metlam Australia Pty Ltd under this Warranty and is in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose or otherwise.
- g. This Warranty extends only to commercial and/or institutional purchasers and is subject to inspection by an appointed agent of Metlam Australia Pty Ltd to determine any defect, at which point in time if proven to not be of either material or workmanship, a fee of up to AUD\$100 will be applied.
- h. This Warranty is in addition to other rights and remedies of the customer under law.
- j. Please contact Metlam Australia using the details as per below for any claims or information regarding this warranty.

“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 for 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.”