

WARRANTY STATEMENT

This warranty is given by Precision Metals Queanbeyan Pty Ltd (PMQ) and is subject to PMQ's standard terms and conditions of sale, which governs all sales of products by PMQ. Goods supplied by PMQ come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to replacement or refund for a major failure. 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.

1. PMQ shall grant a warranty exclusively to the following products for a period as shown below
 - a. **Racks & Enclosures:** 10 years structural warranty on the metalwork, 2 years on locking components
 - b. **Key Cabinets & Blisters:** 10 years structural warranty on the metalwork, 2 years on locking components.
 - c. **Rack Accessories:** 12 months
 - d. **Cooling Fans, iPAMM & SRA branded Power Distribution Units:** 12 months
 - e. **Third Party Power Distribution Units, UPS and Cooling Products:** Third party products supplied by PMQ are subject to the warranty statement issued by the manufacturer of the equipment.
 - f. **Electronics Locking Systems:** Electronic Locking System components supplied by PMQ are subject to the warranty statement issued by the manufacturer of the equipment.
 - g. **Custom Metalwork:** 12 months
 - h. **Containment Systems:** 12 months
 - i. **Interior & Exterior Fit-out and Surface Finishes:** 12 months
 - j. **Service Repairs and Refurbishments:** 6 months.
2. Product Warranty is valid from the date of delivery as stated on the PMQ invoice. The basis of warranty is return to base whereby the faulty goods must be returned to PMQ. Where products have been supplied as installed by PMQ the basis of warranty is on site.
3. Service Warranty is valid from the date of completion of works as stated on the service report or refurbishment report. The basis of the warranty is during business hours and identical to the original delivery ie where services are delivered at site the warranty is provided on-site and where services are performed at PMQ the faulty goods must be returned to PMQ.
4. During the warranty period, PMQ's sole obligation and liability under this warranty is limited to repair or replacement of the defective product in the event that a failure occurs.
5. For the avoidance of doubt, this warranty applies to the products and does not apply to the loss of data, downtime of equipment or any other consequential losses that come about as a result of a product failure.
6. A Major Failure occurs in the following circumstances
 - a. When the product is sold by description and the product delivered to the consumer does not correspond with that description;
 - b. When the product is sold by sample and the product delivered to the customer does not correspond with that sample;
 - c. When the product is not of merchantable quality and PMQ is unable to repair the defect in the product within a reasonable time;
 - d. When the consumer makes known to PMQ the particular purpose for which the product is required and the product is not fit for such purpose and PMQ is unable to repair the defect in the product within a reasonable time;
 - e. When the product is unsafe for use.
7. In the event that a Major Failure occurs and PMQ is notified within 30 days of the date of purchase, the customer is entitled to receive a new replacement product. To apply for a new replacement product the customer must provide documentation that evidences the date the product was purchased. In the event that a Major Failure occurs and PMQ is notified after 30 days from the date of purchase the consumer is entitled to have the product replaced by comparable goods.
8. A Non-Major Failure occurs when the product does not comply with the product manual supplied but does not otherwise constitute a Major Failure of the product.
9. In the event the product is replaced, the warranty will pass to the replacement product and the warranty period will be applied from the original products date of purchase.
10. PMQ reserves the right to not comply with the warranty if the customer fails to comply with the requirements of clause 10 herein. PMQ reserves the right to charge the customer for the replacement product at market price if:
 - a. The original product which has been replaced is not returned to PMQ within 30 days;
 - b. The original product which has been replaced is returned in an improper package that causes additional damage to it;
 - c. The original product which has been replaced, upon return of the product is found to be without defect when inspected
11. PMQ shall not be liable and the customer shall have no rights or benefits under this warranty if any of the following circumstances apply:
 - a. Damage was caused to the product during transportation of the product by the customer or third party who was engaged by the customer;
 - b. Incorrect installation or commissioning of the product by the customer or third party;
 - c. The customer or third party failed to comply with the installation, maintenance, and operational requirements of the product as stipulated in the product manual or any other advice issued by PMQ;
 - d. Damage was caused by modifications, changes, or attempted repairs made by the customer or third party;
 - e. Incorrect use or inappropriate operation of the product by the customer or third party outside the terms of the product manual;
 - f. The customer or third party failed to observe applicable standards and safety regulations in the country in which the product was installed or operated;
 - g. Force majeure (ie any event outside the control of PMQ including but not limited to lightning, overvoltage, storm, fire, flood, and tempest); or
 - h. Damage to the exterior or packaging of the product which does not influence or affect the operation of the product

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12. Subject to clause 15, this warranty is the complete warranty for the product and supersedes all other warranties or representations regarding the product made by PMQ. For the avoidance of doubt, PMQ makes no other warranties to the customer, either express or implied with respect to the products.
13. The benefits under this warranty are in addition to other rights and remedies available to the customer under Australian law.
14. The customer may purchase at the time of original sale an extended warranty option which will extend the warranty duration for the period detailed by the extended warranty. The warranty extension applies only to the product for which it was purchased and does not apply to accessories supplied with the product unless an extended warranty is also purchased for those accessories.
15. The validity, construction and performance of this warranty shall be governed by the laws of New South Wales and any dispute arising or in any way connected with the subject matter of this warranty shall be subject to the laws of New South Wales. In the case of proceedings issued by the customer against PMQ, such proceedings shall be subject to the exclusive jurisdiction of New South Wales courts only.
16. To make a claim under this warranty the customer must obtain from PMQ, complete, and return a return materials authorisation (RMA) form in the approved format. The RMA form can be obtained from the PMQ website (www.srasolutions.com.au). No product can be returned or a service delivery agent sent to site without first completing an RMA.

Document History

Revision	Date	Release Notes	Issued by
25i	19/09/2025	Initial release	Jason Tupper