INDUSTREE GROUP WARRANTY POLICY

TRIDENT ZENYTH Powered Air-Purifying Respirator (PAPR)

1. Warranty Period

The TRIDENT ZENYTH Powered Air-Purifying Respirator (PAPR) is covered by a **one (1) year warranty** from the original date of purchase.

This warranty applies to defects in materials and workmanship when the product is used normally and in accordance with the TRIDENT ZENYTH User Manual and safety instructions.

This warranty is provided in addition to any rights and remedies available to customers under the Australian Consumer Law.

The one-year warranty period described above is Industree Group's voluntary manufacturer's warranty. It does not limit any rights or remedies that may continue to apply under the Australian Consumer Law after the expiry of this warranty period.

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2. What is Covered

This warranty applies to the following TRIDENT ZENYTH components:

- **TRIDENT ZENYTH All-In-One – Part Number RTC7000**
- **TRIDENT ZENYTH Standard Battery – Part Number RTC7201**

Where a covered product or component is found to have a defect in materials or workmanship during the warranty period, Industree Group will assess the issue and provide an appropriate remedy in accordance with this warranty and applicable law.

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3. Conditions of Warranty

For the warranty to apply, the TRIDENT ZENYTH PAPR must have:

- Been used for its intended purpose and in accordance with the User Manual and safety instructions.
- Been operated, cleaned, maintained and stored in accordance with the manufacturer's instructions.
- Not been damaged or failed as a result of unauthorised modification, tampering, disassembly or repair.
- Not been subjected to conditions outside the operating specifications of the product.
- Been used with compatible and approved filters, batteries, chargers, accessories and replacement components

4. Battery Warranty

The TRIDENT ZENYTH Standard Battery (RTC7201) is covered for defects in materials and workmanship for one (1) year from the original date of purchase.

Normal reduction in battery capacity resulting from normal use, charging cycles and battery ageing is not considered a manufacturing defect.

Battery runtime and capacity will naturally reduce over time depending on age, number of charging cycles, operating conditions, storage conditions and usage patterns. Such normal deterioration is not a defect.

Damage caused by incorrect charging, improper storage, overheating, impact, water or liquid exposure, modification, disassembly or other misuse is not covered by this warranty.

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5. What is Not Covered

This warranty does not cover:

- Normal wear and tear from ordinary use.
- Consumable items, including filters, unless the consumable itself is found to have a manufacturing defect when supplied.
- Damage caused by misuse, abuse, neglect, accidents or improper handling.
- Damage caused by dropping, impact or other physical damage.
- Damage caused by incorrect charging, storage or maintenance.
- Damage caused by exposure to water, liquids or chemicals outside the product's specified operating conditions.
- Damage resulting from use outside the product's intended purpose or operating specifications.
- Damage or failure caused or contributed to by unauthorised repairs, alterations, modifications or disassembly.
- Damage or failure caused or contributed to by the use of unauthorised, incompatible or non-approved filters, batteries, chargers, accessories or replacement components.
- Damage resulting from failure to follow the User Manual or safety instructions.
- Loss or theft of the product.
- Normal battery capacity reduction resulting from use and charging cycles.

Where a failure is caused by one or more of the circumstances above, the issue will not be considered a manufacturing defect under this warranty, subject always to any rights the customer has under applicable law.

6. Making a Warranty Claim

If you believe your TRIDENT ZENYTH PAPR has developed a fault, please contact Industree Group at:

Email: info@industree.com.au

To assist us in processing your claim, please provide:

1. Proof of purchase.
2. The product serial number.
3. The part number, where applicable.
4. A description of the fault or issue.
5. Photographs or video of the issue, where requested.

Industree Group may request additional information to assist with assessing the claim.

If the product needs to be returned for inspection, Industree Group will provide the appropriate return instructions.

SAFETY-CRITICAL FAULT

If a fault could affect respiratory protection, airflow, alarms, battery operation or any other safety-critical function, the product must be removed from service immediately and must not be used until the issue has been assessed and resolved. Contact Industree Group for assistance.

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7. Warranty Assessment

All warranty claims are subject to assessment by Industree Group to determine whether the issue is covered by this warranty.

Where required, the product may need to be returned to Industree Group for inspection.

If the assessment confirms that the issue is a manufacturing or workmanship defect covered by this warranty, Industree Group will provide an appropriate remedy.

If the assessment determines that the issue is not covered by this warranty, Industree Group will advise the customer of the outcome and any applicable repair, inspection or return freight costs before proceeding with any chargeable work, where required by law.

8. Warranty Remedies

Where a claim is accepted under this voluntary manufacturer's warranty, Industree Group will, subject to the Australian Consumer Law and other applicable law:

- Repair the defective product or component;
- Replace the defective product or component with a new or refurbished equivalent; or
- Provide another appropriate remedy where repair or replacement is not reasonably available.

Nothing in this section limits any right a consumer may have to select a remedy under the Australian Consumer Law where the consumer is legally entitled to do so.

Any replacement product or component will be covered for the balance of the original warranty period, unless otherwise required by applicable law.

A repair or replacement does not automatically restart or extend the original warranty period, except where required by law.

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9. Return Freight

Where Industree Group requires a product to be returned for assessment, Industree Group will advise the customer of the return procedure.

If the claim is accepted as a valid warranty claim, Industree Group will bear the reasonable costs associated with returning the product to Industree Group and returning the repaired or replacement product to the customer. Where the customer has incurred an approved reasonable return freight cost, Industree Group will reimburse that cost upon provision of reasonable evidence of the expense.

If the claim is not covered by this warranty, the customer may be responsible for applicable freight, inspection or repair costs, provided those costs have been disclosed and agreed before chargeable work is undertaken and were permitted by law.

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10. Warranty Limitations

To the maximum extent permitted by law, Industree Group is not responsible for loss or damage arising indirectly from the use, inability to use, or failure of the TRIDENT ZENYTH PAPR.

Nothing in this warranty excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded, restricted or modified under applicable law.

11. Australian Consumer Law

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.

This warranty operates in addition to, and does not replace, restrict or limit, your rights and remedies under the Australian Consumer Law or any other applicable law.

12. Warranty Territory

This warranty applies to products purchased in **Australia**.

For products purchased outside Australia, warranty terms may differ and are subject to the terms applicable in the relevant country or territory.

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13. Warranty Transfer

This manufacturer's warranty applies to the product while owned by the original purchaser. Any statutory rights held by a subsequent owner or other person are unaffected.

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14. Parts and Service Support
Industree Group will provide reasonable access to replacement parts and repair facilities for the TRIDENT ZENYTH PAPR for a reasonable period, subject to availability and applicable law.

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15. Warranty Commencement

The warranty period commences from the original date of purchase.

Proof of purchase may be required to establish the commencement date of the warranty.

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16. Contact

For warranty claims, product support or further information, please contact:

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Australia

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