



## WARRANTY PROCEDURE

APS limited warranty: If a component, part or device manufactured by other than APS should fail, it shall be warranted by its manufacturer, however any claim is still required to be handled through the APS Warranty Department. Notification should be made to APS upon failure for proper warranty procedure.

**What Dealers & Customers must do:** To preserve manufacturers warranty, dealers and customers must carefully follow applicable installation instructions, service manuals and operator guides when maintaining or operating APS products. Unauthorised repairs or alterations, use of parts not provided by APS or failure to follow manufacturers installation instructions, service manuals and operator guides will result in loss of warranty.

**Exclusions:** APS does not warrant that its products will perform any particular task. APS assumes no responsibility for loss, damage or injury to person or property, or for consequential damages, resulting from the possession or use of its products. APS warranty does not cover wear, tear, abnormal applications, normal or scheduled maintenance.

**For Information:** on warranty, installation, or service, contact the nearest authorized APS Dealer. For the name of the nearest Dealer or for product information call (AUS) (08) 9302 2369.

### Standard Warranty Procedure:

1. Upon notice of warrantable failure, information should be gathered specific to the cause and results of the failure. Warranty claim requests must be filed within 30 days of failure.
2. Contact APS Customer Service Support and explain the situation, including model and serial number of the part, type of equipment fitted to, mount position, date purchased and supplied to end user, hours on machine etc.,
3. APS Customer Service Support will advise as to proper procedures to either repair or replace as necessary and warranty coverage available.
4. If the part is not needed for examination, no Return Goods Authorisation (RGA) number will be issued.

5. All defective parts must be returned freight prepaid to APS within 45 days before credit will be issued, unless specifically stated not to return defective parts by APS. Upon examination of the defective parts by the manufacturer APS and the manufacturer will determine if it is warranty and will issue credit as billed, less freight accordingly.

Shipping Address:

**APS Western Australia**

APS Lighting & Safety  
Attn: Shaakira Abadar  
Inspiration Business Park  
Unit 18, 110 Inspiration Drive,  
Wangara, WA 6065

**APS New South Wales**

APS Lighting & Safety  
Attn: Gillian Chambers  
Unit 9, 16 Huntingdale Drive  
Thornton, NSW 2322

6. All transportation charges for resumed parts shall be prepaid.
7. After all relevant data has been entered into the attached form, print and sign the form before emailing to [sales.apsa@aps-supply.com](mailto:sales.apsa@aps-supply.com)



# APS WARRANTY CLAIM FORM

**ATTN: APS CUSTOMER SERVICE**

[Please fill out the form below completely. Only complete warranty claims will be considered.]

**[FOR HID LIGHTING PLEASE COMPLETE ONE FORM PER WARRANTY CLAIM]**

<b>Dealer / Customer Claim Information</b>	
Dist/Cust Name	
Address	
Contact Name & Phone #	
Date of Claim	
<b>Information on Failed Unit</b>	
APS Purchase Order #	
APS Invoice #	
Model & Part Number	
Brand & Serial Number	
Date Unit Delivered to Customer	
Project Name / Location	
Date Unit went into Service	
Date of Failure	
Hours on the Unit	
<b>Installation &amp; Modifications</b>	
Type of Machine/Vessel Failed Unit was installed on.	
Mount Position of Failed Unit?	
Describe the level of vibration in the position mounted.	
Has the unit and mount been modified in any way?	

Were any vibration pads, brackets used in combination with the standard mounts?

**Failure Details**

Describe the claim situation in detail including nature of failure and any corrective action taken.

Describe any indication of defective material or workmanship.

Claim Submitted by: \_\_\_\_\_

Signature & Date: \_\_\_\_\_