

# Warranty Information

## Consumer Guarantees



When you purchase a National Audio Systems distributed product, you have the peace of mind in knowing that your product is covered by the NAS warranty. The NAS warranty is provided by National Audio Systems Pty Ltd (ABN 50 085 679 894), 127 Merrindale Drive, Croydon, Victoria 3136. [‘NAS’]

The Australian Consumer Law protects consumers by giving them certain guaranteed rights when they buy goods and services. Rights guaranteed under the Australian Consumer Law include;

- The goods are of acceptable quality;
- The goods match their description or any sample or demonstration model;
- The goods are fit for any represented purpose or purpose which the consumer has made known;
- Repairs and spare parts are reasonably available (unless notice has been provided that repairs or spare parts would not be available); and
- The services are carried out with reasonable care and skill and are completed within a reasonable time

These rights are called ‘Consumer Guarantees’ and apply automatically whenever goods or services are supplied to a consumer. These Consumer Guarantees cannot be refused, changed or limited.

Consumer Guarantees have no set time limit and depending on the price and quality of goods a Consumer may be entitled to a remedy after any manufacturers’ or NAS’s extended warranty has expired.

The Specific Warranty Table Information outlines the warranty period, warranty type and any specific exclusions for your NAS product. NAS considers the warranty period specified in the Specific Warranty Table to be a reasonable warranty period having regard to the price, design, manufacture and expected use of the product.

### General Warranty (‘Warranty’)

NAS products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure or if the goods fail to be of acceptable quality. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Subject to the terms and conditions set out below, and unless otherwise specified in the Specific Warranty Information for your NAS product, NAS agrees to repair or replace, at NAS’s cost, the NAS product purchased by you in Australia or New Zealand from NAS or a NAS authorised reseller when the product does not perform substantially in accordance with the specifications during the warranty period specified in the Specific Warranty Table for your NAS product. NAS makes no other express warranties in respect of your NAS product. To make a claim under this Warranty, valid proof of purchase must be presented when the warranty claim is made, along with any other required information. The Warranty offered by NAS is not transferable.

The Warranty will only apply if your NAS product has been installed and used in accordance with NAS’s recommendations as noted in the operating instructions.

## Warranty Exclusions

The Warranty does not cover damage caused by;

- Misuse or abuse of the product by You;
- Incorrect operation or not following the operation instructions (as noted in the operating instructions);
- Improper installation;
- Incorrect or improper maintenance or failure to maintain the product;
- Failure to clean or improper cleaning of the product;
- Incorrect voltage or non-authorized electrical connections;
- Adverse external conditions such as incorrect or fluctuations in electrical voltage, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other circumstance beyond NAS’s control;
- Exposure to excessive heat, moisture or dampness;
- Exposure to abnormally corrosive conditions;
- Alterations or modifications to the product made by You or a third party; or
- Damage as a result of accident, liquid, grit, impact or lack of proper care as indicated in the operating instructions;
- Damage resulting from the use of cleaning solvents such as acetone

The Warranty does not apply if any serial number or appliance plate on the product has been tampered with, removed or defaced.

The Warranty does not apply if the product has been repossessed under any financial agreement.

The Warranty excludes accessories and consumable goods which have ceased working through normal wear and tear such as, but not limited to, batteries, lamps and other parts classifiable as a consumable part.

The Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction.

Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products. Replacement of the product or a part does not extend or restart the Warranty Term.

The product will be at the owner’s risk whilst in transit to and from all NAS authorised service centres, unless transported by NAS or its authorised representatives.

NAS and its authorised service centres may seek reimbursement of any costs incurred by them when the product is found to be in good working order.

The cost of claiming under this warranty, including return of any product to NAS is to be borne by the consumer.

The Warranty excludes removal or reinstallation costs.

## Specific Warranty Table

PRODUCT	WARRANTY TERM	SPECIAL CONDITIONS
Cotina, Cymatic Audio, ISO Acoustics, Neatron, ProCases, Quik Lok, Triad-Orbit, Work	1 Year	
ASL, dBTechnologies, K-array	2 Years	
InterM	3 Years	
Klark Teknik, Midas	10 Years	Applicable to products purchased on/after 1st September 2014
Ashly, Chiayo, Cloud, d&b audiotechnik, inDESIGN, Listen Technologies, Maximum, SoundTube	5 Years	Chiayo Limited Battery and CD Player Warranty (see special conditions Section 1) inDESIGN iD-CDFM Limited CD Mechanism Warranty (see special conditions Section 2) Listen Technologies Limited Access Warranty (see special conditions Section 3)
Quik Lok cable	Limited Lifetime	
Amphenol, Fitness Audio, PowerEx, Neutrik	As per original manufacturers warranty	See special conditions Section 4

**Section 1:** Batteries and CD players fitted to all Chiayo portable PA products carry a 3 months warranty

**Section 2:** CD mechanisms fitted to the inDESIGN iD-CDFM carry a 3 month warranty

**Section 3:** Listen Technologies accessories (earphones etc.) carry only a 3 month warranty

**Section 4:** Please refer to these manufacturers for further details on warranty terms and conditions.

**Please note:** NAS is a reseller of these products only and for all warranty claims on these products please find details below:

Amphenol	Amphenol Australia Pty. Ltd. <a href="http://www.amphenol.com.au/contact">www.amphenol.com.au/contact</a>	1 Year
Fitness Audio	Aeromic Australia Pty. Ltd. <a href="http://www.fitnessaudio.net.au/help">www.fitnessaudio.net.au/help</a>	2 Years
PowerEx	Maha Energy Corp. <a href="http://www.mahaenergy.com/warranty/">www.mahaenergy.com/warranty/</a>	See web.
Neutrik	Amber Technology Pty. Ltd. <a href="http://www.ambertech.com.au/contact-us/get-support">www.ambertech.com.au/contact-us/get-support</a>	1 Year

## Warranty Claim Process

Unless otherwise specified in the Specific Warranty Information for your NAS product, if you wish to make a claim under the Warranty, You should contact NAS – Sales Support Centre or email [Service@NationalAudio.com.au](mailto:Service@NationalAudio.com.au) and quote the type of NAS product, any applicable serial number, the date and place of purchase and a detailed fault description.

Our 'Return Authority' or 'RA' application claim form can be accessed from the support tab on the NAS website or on request from our sales staff. ([Download RA form here](#))

All products that are to be returned to NAS or an authorised service agent must be accompanied by a specified RA number.

All warranty claims are treated with our full attention to detail, so we require as much information as possible to help us turnaround your product repair in a timely manner.

### Return Authority Claim Procedure:

- Email the completed RA form and a copy of your original purchase receipt to: [Service@NationalAudio.com.au](mailto:Service@NationalAudio.com.au) (All fields must be completed in the claim request.)
- We may ask for further information depending on each products warranty claim. (e.g. Midas Products require a 'Date Code' to be supplied for each Warranty Claim.)
- NAS will provide you a RA number before you return your items to the allocated repair agent. NAS are not responsible for items returned without a RA number, these items may be rejected.
- Please advise of any additional items that were not originally packaged with the product, such as, cases, covers, cable, etc
- There is one RA form per product claim. Do not return multiple items on one RA form. Each item requires a separate RA number.
- NAS is not responsible for any damage or loss to your item/s sustained during transportation to NAS. Please pack your item well and in suitable packaging

Please review NAS's Privacy Statement for information regarding the information we may collect about you while processing your warranty claim and how this information will be protected.



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