

# FUJIMAC AUSTRALIA Warranty Policy

**FujiMAC Australia** (herein after referred to as FMA) is the exclusive importer and distributor of FujiMAC air pumps within Australia, and is committed to providing high-quality products that meet and exceed customer expectations. We are confident in the performance and durability of our FujiMAC 80RII, FujiMAC 100RII, FujiMAC 150RII and FujiMAC 200RII models for household wastewater application, and we stand behind our products with the following manufacturer's warranty policy in compliance with Australian Consumer Law.

## 1. Warranty Coverage

- FujiMAC 80RII model air pumps are covered by a 3-year replacement warranty.
- FujiMAC 100RII model air pumps are covered by a 2-year replacement warranty.
- FujiMAC 150RII model air pumps are covered by a 2-year replacement warranty.
- FujiMAC 200RII model air pumps are covered by a 2-year replacement warranty.



## 2. Warranty Conditions

To ensure the validity of this manufacturer's warranty, customers must adhere to the following conditions:

### 2.1 Quarterly Regulatory Maintenance:

Warranty coverage is conditional upon the regular performance of quarterly regulatory maintenance on the household wastewater system within which the FujiMAC is installed. This maintenance includes, but is not limited to:

- Checking and/or replacement of both the diaphragm and air filter.
- Replacement of the diaphragm at least once every 12 months.

### 2.2 Proof of Maintenance:

Customers must maintain records of the maintenance performed, including dates and details of checks and replacements. In the event of a warranty claim, FMA may request evidence of regular maintenance to validate the warranty.

## 3. Warranty Exclusions

This warranty policy does not cover:

- Damage caused by improper installation or use of the air pump.
- Damage caused by power surges, lightning, or other electrical issues.
- Damage resulting from the use of non-genuine replacement parts.
- Normal wear and tear, such as the natural aging of materials and components.
- Damage caused by neglect or improper maintenance.

## 4. Warranty Claim Process

If a FujiMAC air pump covered by this warranty experiences a manufacturing defect or failure during the warranty period, the customer should follow these steps to initiate a warranty claim:

### 4.1 Contact FujiMAC Australia Customer Support:

Please contact FMA Customer Support by phone or email ([customersupport@fujimac.com.au](mailto:customersupport@fujimac.com.au)), and provide the following information:

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- Your contact details (name, address, phone number, email).
- The serial number of the air pump.
- A detailed description of the issue.

### **4.2 Troubleshooting Assistance:**

FMA's customer support team may provide troubleshooting guidance or request additional information to assess the issue.

### **4.3 Warranty Claim Approval:**

If it is determined that the issue is covered under warranty, FMA will approve the claim and provide instructions for the return or replacement of the air pump.

### **4.4 Return and Replacement:**

Customers are responsible for the cost of returning the faulty air pump to FMA. Once the faulty unit is received and inspected, FMA will provide a replacement air pump free of charge.

## **5. Limitation of Liability**

FMA'S liability under this warranty policy is limited to the replacement of the air pump as stated herein. FMA shall not be liable for any indirect, incidental, special, or consequential damages arising from the use of the air pump.

## **6. Consumer Rights**

This warranty does not affect any rights or remedies that consumers may have under the Australian Consumer Law.

For questions, warranty claims, or additional information, please email FMA Customer Support at [customersupport@fujimac.com.au](mailto:customersupport@fujimac.com.au).

FMA reserves the right to update or modify this warranty policy as needed, with changes posted on our official website. Please refer to the website for the most up-to-date information regarding warranty coverage and conditions.

***FujiMAC – “Best air pumps on the market! Designed for wastewater.”***

