

Super Scooper™ Distribution Warranty Terms & Conditions

Super Scooper™ units are constructed to rigid quality control standards and should provide reliable service for many years. We provide a 12 month standard warranty on all Super Scooper units from their date of purchase. Should an equipment failure occur, Phase Changer P/L and its network of distributors will work hard to restore operation effectively and in reasonable time. This may entail telephone support to the owner of the unit, a visit by service staff, or it may require that the unit be shipped back to the distributor for service. Super Scooper units are used in situations where the operation & location of the units are beyond our control; hence several limitations apply to our warranty.

Warranty voiding through the inappropriate use of the product:

While our sales consultants will endeavour to make recommendations about the suitability of Super Scooper units for an individual customer or specific situation, it remains the responsibility of the customer to ensure that the Super Scooper is appropriate for their needs. For example, should a Super Scooper unit be used for the removal of stones & gravel, cow manure, or tree branches, then there would be no guarantee of product performance and effectiveness in these situations. Correct towing and re-configuration between Scoop-tray and Trailer modes of operation remains the responsibility of the customer. Super Scooper units must be coupled to a towing vehicle, operated and maintained using the notes provided. This warranty may be rendered void where Super Scooper units are not operated or maintained to the standards defined in the Operating Manual. Where a Super Scooper unit has been damaged by way of a collision with another object or animal, then any resultant damage would not be covered by this warranty. Where operation of the Super Scooper unit inflicts damage to fixed objects or animals, or affects a surface over which the unit has been dragged or towed, then any resultant damage to these objects, animals or surfaces would not be covered by this warranty. The Super Scooper unit has a max. carrying load of 60 kilograms, which is within the scope of carrying a full load of animal waste or two small hay bales. Any damage to a Super Scooper unit caused by overloading beyond this level is not covered by this warranty.

Negative impact upon the towing vehicle:

Super Scooper units are intended to be towed by ride-on lawnmowers or quad bikes of sufficient mechanical strength. As the manufacturer of the Super Scooper product has no control over the specific brand, type or condition of the towing vehicle being used, therefore this warranty is not extended to cover any damage or impairment to the towing vehicle

Safety:

No persons or animals should ever be transported or conveyed within a Super Scooper unit. This applies to the product in both the Scoop-tray and Trailer modes of operation. The Super Scooper unit uses moving parts as an integral part of its operation. Any persons operating this unit must first read and understand the correct methods of operation as described in the user guide. A Super Scooper should not be used or un-hitched in very steep terrain, where the angle is greater than 25° above horizontal. Super Scooper units should not be operated by persons affected by known medical conditions or small physical stature where the act of lifting, pushing, pulling any part of this equipment will cause or exacerbate a deterioration in their physical health and wellbeing. While a 60kg maximum applies to the carrying capacity of a Super Scooper unit to prevent equipment damage through overloading, a lower carrying threshold must be observed where young persons or persons of smaller physical stature are manipulating this equipment. The operator should not lift or manipulate a Super Scooper unit if this action causes any strain or discomfort. When an operator is emptying or unloading the contents of a Super Scooper unit it is incumbent upon this operator to ensure that no person, object or animal will be within a radius of reach of any part of this equipment during this process. While the primary function of the Super Scooper product is the collection of horse waste, the operator must ensure that any animals in the same proximity as where the Super Scooper is operating should be given a sufficient radius of clearance so that animals will not be panicked or upset by the presence of the Scoop tray, the operator or the towing vehicle. This equipment must not be used in places where a likelihood of frightening or stressing an animal exists.

Replacement Parts & Return Policy:

A fixed selection of critical spares will be supplied with the first order of Super Scoopers at no additional cost to the distributor. Replacements of critical spares used may be added to subsequent container load orders as required and when requested by the distributor. Where these critical spares are used to service or repair a unit under warranty the distributor should keep a record (written and/or photographic) of the circumstances surrounding the need for service, and upon request, make this information available to Super Scooper representatives.

Unless prior arrangements have been made with Super Scooper or specific service instructions have been provided, the following policy applies to all replacement parts provided under warranty for Super Scooper products.

Level 1 Replacement Parts & Repairs include the replacement of any loose unit fittings. These are to be held in stock and provided by the Super Scooper Distributor. The Level 1 Replacement Parts Include:

- Draw Bar and Bracket
- Draw Bar Pin
- Draw Bar Latch Pin
- Wheels
- Split Pins and washers for wheels.
- Tow Bar attachment

Should any replacement parts be sent to a customer location, they will be sent via regular freight or mail services free of charge. If use of a premium courier or express postal service is requested by the customer, this may incur a separate fee. Replacement parts are sent on strictly on an Exchange Basis Only. Defective or unused parts must be returned within 14 days of receiving the replacement part. Failure to do so will cause an invoice to the full value of the parts to be sent to the customer. Further warranty support may be suspended until this invoice is paid up, or the new parts returned to the Super Scooper distributor.

Level 2 Replacement Parts & Repairs include the repair of damaged stock that cannot be conducted by the Distributor or stock that is sent to the Distributor that is declared damaged upon arrival. The serial number of the Level 2 damaged stock is to be brought to the attention of Super Scooper within 7 Days of the receipt of the unit and returned to Super Scooper within 30 days of notification. Upon receipt of the damaged unit, Super Scooper will dispatch a replacement to the Distributor.

Transport Policy:

Super Scooper units are by their nature heavy and expensive to transport. Should a defective unit be returned to the manufacturer and the cause of the fault be positively identified as being beyond normal operating conditions as described in this document, transport and service costs may be charged to the owner at a contemporary market rate. Unless prior arrangements apply, the costs of transporting equipment returned to Super Scooper or its distributor shall be borne by the customer. Serviced equipment being returned to the customer will be sent free of charge. If any Super Scooper equipment is being returned to an authorised Super Scooper service location it is incumbent on the owner of the equipment to ensure that the equipment is suitably packed for transport and that the goods are insured against any damage or loss that may occur while the equipment is in transit.

Limitations of Third Party Servicing:

Super Scooper and its distributors shall not be liable for costs of service work or travel expenses incurred by third parties except where these arrangements have been approved in advance. If service work is to be attempted by a third party, a full quotation should be obtained in advance and forwarded to a Super Scooper representative. This is necessary to ensure that any warranty service work delegated to an external agency or person, must be done at a reasonable rate by competent service staff.