

CMS Product Warranty

All products sold by CMS hold a manufacturing warranty. If it is shown that a product sold by CMS does not meet standard manufacturing quality, we will replace that product immediately to the original purchaser of that product.

If an electronic product shows a failure then it will be requested that the installer checks the equipment and checks all AC connections and any other electronic causes of the failure including possible lightning. If there is still a failure please contact CMS for a replacement inverter and CMS will arrange a pickup of failed equipment.

CMS will replace purchased equipment if:

- Equipment does not meet manufacturer s warranty
- Electronic equipment fails after site assessment and basic electronic checks.
- Damage from freight distributors organised by CMS

CMS will replace your equipment after a request has been lodged to CMS and a report has been given either verbally or in writing to technical support at CMS and a replacement will be sent within an agreed timeframe between CMS and purchaser.

CMS will not replace equipment if:

- Products have been damaged from installation.
- Products have been damaged from wear and tear.
- Products have been damaged from natural causes eg: Lightning/ Storm Damage
- Products have been damaged from freight organised by purchaser.
- If a warranty seal has been tampered or broken.

If CMS has replaced goods to the purchaser and after manufacturers inspection find that there is no claim, the purchaser will be invoiced for all freight expenses and cost of replacement.

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