

REDFOOT®

LEVELLING

Warranty Guide for EQ Smart Level systems



Warranty Process

Redfoot Levelling warrants all EQ Smart Level systems for a period of 12-months. Please refer to the guide over the page for all inclusions.

For troubleshooting, please refer to the Troubleshooting section of the user manual supplied with your system, alternatively you can download a copy of the manual from our website, www.redfootlevelling.com.au. Our manuals and guides are located under the Support tab.

Also available under the Support tab, are a number of other helpful resources including our FAQs section and 'How to' videos.

If you require further assistance, please call our office to speak with one of our technical support team on 07 5228 0211 or email support@redfootlevelling.com.au.

If after speaking with one of our helpful team members it is deemed you will need to make a warranty claim, you will be asked to complete our online Warranty Claim form.

Within this form we collect various details including, the vehicle the system is installed on, who completed the installation and when, the issue at hand and photo evidence of the issue and product serial numbers. We ask for these details so that we can adequately address your concerns and authorise your claim through one of our authorised service partners. The form can be located under the Support tab and is titled Warranty Claim.

Further details on what is and isn't covered under our warranty policy please read over the page.

Please note:

Redfoot Levelling does not promote the use of our levelling systems as a 'Tyre Jack' solution. If the owner/user were to use the levelling system to lift the vehicle off the ground to have access underneath the vehicle or for changing a tyre, they must use jack stands as the primary support. Jack stands should be always in use as the primary support when wheels are off the ground for long durations.

Further, modification of any factory-supplied item may result in the denial of all warranty claims. Call Redfoot Levelling technical support prior to any modifications. Redfoot Levelling offers full installation support for authorised installers only. End user installers must read and accept our warranty and terms and conditions on the invoice issued with this purchase.

Danger:

With any hydraulic application, holding position on a cylinder must be done with safety in mind. System failure may cause the jack(s) to retract or extend suddenly. When working under or near the vehicle, always use jack stands of appropriate rating to support the weight of the vehicle

Product Warranty Guide

Redfoot Levelling Pty Ltd

1. Only warranty claims with prior written or verbal authorisation from Redfoot Levelling will be recognised, all other claims will be denied.
2. Redfoot Levelling warrants levelling system components for a period of **one year** from the date of original sale of the vehicle. This warranty covers defects in material and workmanship only. Redfoot Levelling is not liable for any damage due to abuse, neglect, misuse, negligence, misapplication, error of operation, accidental or purposeful damage or damage due to an "Act of God" such as, wind or rain damage, flood, lightning or other natural causes of the like. Redfoot Levelling limited warranty is applicable to the Redfoot Levelling components only and does not apply to the vehicle, apparatus, or property to which it is attached. Warranty parts will be shipped at no charge if the repair is authorised by Redfoot Levelling representative. Purchased components used in authorised warranty repairs will be reimbursed at the original purchase price. All returns must be preauthorised by a Redfoot Levelling representative. Connotes will be supplied for their return unless prior arrangements have been made. Installers must receive and accept the appropriate Scope of Works from Redfoot Levelling prior to the commencement of any work.
3. Labour and freight expenses due to warrantable parts defects or workmanship will be reimbursed for the period of **one year** from the date of the original sale of the vehicle. Freight expenses will either be prepaid by Redfoot Levelling or reimbursed at the road logistic rate only. Any additional shipping charges or requirements are the obligation of the vehicle owner or service centre performing the warranty repair. The owner or Service Centre's obligation may include overseas shipping charges, border fees, and any other additional fee of the like.
4. Prior authorisation is required before parts may be returned to Redfoot Levelling. Redfoot Levelling will supply a connote for the return goods.
5. Labour, parts, and freight credit (if applicable) will be sent after the parts are tested and the warranty claim is validated. Returned parts that are found to be in normal operating condition are not warrantable and will be charged to the owner or service centre. Redfoot Levelling reserves the right to charge back the service centre for labour claim payments previously submitted if the installation of the warranted part is found to be inadequate later.
6. Warranty labour will be reimbursed only for claims that have prior written or verbal authorisation from a Redfoot Levelling representative. Time associated with learning about the repair or excessive diagnostic and installation time will not be reimbursed. Warranty labour will be reimbursed at the authorised service centre's published shop rate for that region. Overtime labour will not be reimbursed without exception.
7. Replacement parts are warranted under the same guidelines listed in this guideline for the remainder of the original warranty or 90 days, whichever is longer. Proof of warranty repair date and original vehicle purchase date are required. No additional warranties expressed or implied are authorised by Redfoot Levelling.
8. All warranty works are to be completed and invoiced within 3-months of the Scope of Works date of issue.

9. Parts that are required to be returned to Redfoot Levelling, must be returned upon job completion and prior to warranty invoicing. Parts not returned within this period will be billed to the installer. Claims will be denied if the date submitted is greater than **30 days** from the repair.
10. Complete systems are not warranted unless authorised by a Redfoot Levelling representative. There are absolutely no exceptions to this clause.
11. Consideration should be taken regarding the location and protection of Redfoot Levelling's components prior to installation. Please reference our installation manuals for recommended locations and maintenance or visit www.redfootlevelling.com.au for more information. The failure of any Redfoot Levelling components due to extreme environmental conditions, improper installation or lack of maintenance will not be covered under the warranty.
12. Warranty coverage for parts or systems sold by non-authorised resellers will be at the discretion of Redfoot Levelling.
13. This warranty begins upon the sale date of the vehicle and is transferable, with limitation, subsequent owners are to provide the original sale date of the vehicle and proof of purchase.
14. Redfoot Levelling is not liable for loss of time, manufacturing costs, labour, material, loss of profits, direct or indirect damages incurred by the vehicle manufacturer.
15. Excessive warranty labour resulting from inadequate access to the Redfoot Levelling product will not be reimbursed.
16. Redfoot Levelling will not pay mark-up on warranty parts unless required by law.
17. Travel expenses, hotel, telephone, fuel, or any other expense of the like are not covered under the warranty.

No additional warranties expressed or implied are authorised by Redfoot Levelling.

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