

# A Guideline to Warranty, Services and Repairs

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## **WARNING**

Failure to abide by these guideline as per RAPP Australia Pty Ltd terms and conditions will avoid warranty, serving or repairing of any product.

Other information provided to you for your product may differ from this document. If such a case does happen, contact RAPP Australia Pty Ltd on (03) 52 840 220.

The information contained below is only a guideline for Warranties, Servicing and Repair's and maybe out of date. If unsure please contact RAPP Australia on (03) 52 840 220.

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## **Warranty**

Rapp Australia Pty Limited Warrants all products supplied to be free from defect. Should this not be the case we will replace or repair the item (at our option).

### NEANN Medical Kits

To lengthen the life of the kits and prevent premature wear and tear which is not covered under warranty, the following standards of care are strongly recommended:

1. All kits should be stored in appropriately designed storage compartments,
2. Kits with plastic base runners should be stored on the runners,
3. Kits should be stored out of direct sun light and
4. Follow instructions outlined in '*Guidelines for Cleaning the NEANN Medical Kit Range*'.

If you have a product that is under warranty, which requires fixing, replacing, etc, please contact:

- RAPP Australia Pty Ltd  
(03) 52 840 220  
[sales@rappaustralia.com.au](mailto:sales@rappaustralia.com.au)

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## **Services**

- Rapp Australia Pty Ltd operates a complete service and preventative maintenance department.
- We can provide this facility for both products purchased from us and elsewhere (subject to limitation).
- We can provide scheduled services.
- We can provide exchange units (for equipment we supply only) whilst the device is offline or at our workshop and
- We have 4 levels of service contracts available. Please contact us for the details.

The services we supply vary in costs. If you have a product you would like serviced, please contact:

- RAPP Australia Pty Ltd  
(03) 52 840 220  
[sales@rappaustralia.com.au](mailto:sales@rappaustralia.com.au)

## **Repairs**

- We carry a wide range of parts for all of the products we stock.
- We provide a rapid response service.
- We can send replacement units for most products (for equipment we supply) to be onsite around Australia within 48 hours\*.

*\*This can occur additional costs. Limited to destinations where normal freight services exist. This option is not included on public holidays.*

The repairs we offer vary in costs. If you have a product you would like repaired, please contact:

- RAPP Australia Pty Ltd  
(03) 52 840 220  
[sales@rappaustralia.com.au](mailto:sales@rappaustralia.com.au)