

William Green Pty Ltd ABN 69 001 334 096 ("William Green") undertake to the end purchaser (the "Customer") to rectify any defects caused by faulty workmanship or material that occurs in the Products within the Warranty Period in accordance with this Product Warranty Statement ("the Warranty").

Definitions:

"Products" means the products listed in each of the columns of the table below.
"Warranty Period" means the period commencing from date of sale this is defined as either the date of invoice, date of delivery or date of installation whichever comes first.

Warranty Claim

- 1) As soon as the Customer becomes aware of a defect in the Product, the Customer must produce satisfactory proof of purchase of the Product and notify William Green of the claim in writing to: William Green Pty Ltd, 47-49 Mary Parade, Rydalmere NSW 2116 or contact William Green's Technical Services Manager on +61 2 8865 0300 to obtain details on how the Customer may make a claim. The Customer must present its proof of purchase to the service technician provided by William Green if the service technician requests.
- 2) This Warranty does not extend to damage to the Product that has occurred during transit/transportation or loading/unloading before transit/transportation to the Customer (whether or not this is related to this warranty claim or to the sale of the Products to the Customer) or which is caused by negligence or misuse by the Customer or as a result of installation, repair or modification by personnel that are not approved by William Green. For further information relating to the sale and delivery of the Product to the Customer please refer to William Green's Terms and Conditions of Sale.
- 3) This Warranty is conditional on the following:
 - a) the installation, repair and/or modification of the Product being carried out on the Product by service technicians approved by William Green or by an authorised agent of William Green;
 - b) William Green determining at its discretion whether or not the fault in the Product is caused by faulty workmanship or material and whether or not such defect arose during normal operating conditions;
 - c) the Product has been used in accordance with William Green's Product design standards and that all waste, electrical or other services required for use in connection with the Product comply with regulatory authority standards and are provided by licensed tradespeople;
 - d) the manufacturer's recommended regular maintenance procedures having been carried out on the Product;
 - e) the Customer having used the Product in accordance with the manufacturer's directions;
- 4) Where the Customer purchases Products from an agent, dealer or distributor, our warranty covers parts only, not labour.
- 5) If William Green requests the return of the Product or part, the Customer will be responsible for all expenses related with the collection and freight costs of returning that Product or part to William Green.

- 6) If any Product or part is repaired or replaced by William Green during the Warranty Period this Warranty remains based on the original date of purchase.
- 7) For Products replaced after the Warranty Period, a 90 day parts and services warranty will apply

Limitations:

- 8) This Warranty is restricted to the Product and does not extend to any autoclavable items and consumable items such as Halogen Globes, Scaler Tips, Optical fibres External Suction Tubing and Terminals, Globes, Batteries, O Rings, Filters, Batteries, Chair Foot Control Covers and Disposable Separator Tanks (dry system).
- 9) In the following paragraph "goods" means "Products" and "you" means the "Customer".
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 10) Notwithstanding the preceding paragraph, the liability of William Green for a breach of a consumer guarantee or any warranty made in this Warranty for any Products not of a kind ordinarily acquired for personal, domestic or household use is limited to, to the extent permissible by law and at the option of William Green:
 - a) in relation to the Products supplied:
 - i) the replacement of the Products or the supply of equivalent Products;
 - ii) the repair of the Products;
 - iii) the payment of the cost of replacing the Products or of acquiring equivalent Products; or
 - iv) the payment of the costs of having the Products repaired;
 - b) in relation to the services:
 - i) the supply of the services again; or
 - ii) the payment of the costs of having the services supplied again.
- 11) To the extent permitted by law, all other warranties whether implied or otherwise that not set out in this Warranty are excluded and William Green shall be under no liability in contract, tort (including without limitation, negligence or breach of statutory duty) or otherwise to compensate the Customer for:
 - a) increased costs or expenses;
 - b) any loss of profit, revenue, business, contracts or anticipated savings;
 - c) any loss or expense resulting from a claim by a third party; or
 - d) any special, indirect or consequential losses or damage of any nature whatsoever caused by William Green's failure to complete or delay in completing the order to deliver the Products.
- 12) The benefits given to the Customer in this Warranty are in addition to any other rights or remedies under a law in relation to the Products or services to which this Warranty applies.

Return to William Green Warranty

12 month warranty on parts and labour for the following

Products:

Bien Air Hand Pieces.
NSK Products.
Bonart Scaler.
EMS Scaler.
TKD Micro Motors.
Doctor's Eyes Lighting System.
Water Distiller.
Mectron Easy Jet Pro.
Kodak DX6490, DX7590, P712 - Digital Camera Systems.
Rextar Mobile X-ray Machine.
Trophy RVG5 UI Digital imaging system.
Trophy STV Intraoral Video Camera.
Additionally 4 year prorated warranty on the RVG sensor / Trophy STV Intra-Oral Camera. You pay:
1st year - Full warranty
2nd year - 20% of list price
3rd year - 40% of list price
4th year - 60% of list price
5th year - 80% of list price
6th year - 100% of list price.

12 month warranty on parts & labour for the following

Products:

Aquaclave Reverse Osmosis.
Cattani Aspi Jet.
Challenge Air IC90 Dental Unit or Cart.
Dental Chairs - An additional 12 months when combined with a Tantus Dental Unit.
William Green Dentist and Assistant Stools.
Dunacare 3 Handpiece Oiler.
ECO Dental Unit and Chair.
Faro Operating Lights.
Kolo Handpiece Oiler.
Pico Instrument Washer.
Starmatic X-Ray Developer.
Tecnogaz Autoclaves.
Eschmann Autoclaves.
VacuJet and Vacu-Jet Plus.
William Green Suction Motors.

Return to William Green Warranty

18 month warranty on parts & labour for the following

Products:

Bien-Air Electric Micro Motors of MC2, MC3 and BASCH range, conditions apply, see product literature for details.

24 month warranty on parts and labour for the following Products:

Brumaba Chairs and Surgical Tables
Cattani Turbo Jet Modular.
Cattani Turbo and Micro Smart sold pre 1st Aug 2011.
Challenger CS & VS Dental Unit Chair - 10 year replacement warranty on William Green manufactured circuit boards.
Kodak 2100 2200 Intraoral X-ray Systems.
Kodak CR7400.
Carestream CS7600 PSP Systems.
Kodak Carestream 8000 Family Digital Extra-oral Systems.
Kodak Carestream 9000 Family Digital Extra-oral Systems.
Stern Weber Dental Unit Range - for all units sold from 1st July 2009. 12 month warranty on parts and labour for all units sold prior to 1st July 2009.
Trophy Irix, Elitys and Kodak 2000 Intraoral X-ray Systems
Additionally 7 year prorated warranty on the Tube head as listed below. You pay:
1st & 2nd year Full Warranty
3rd year 30% of list price
4th year 40% of list price
5th year 50% of list price
6th year 60% of list price
7th year 70% of list price
8th year 80% of list price
9th year 90% of list price
10th year 100% of list price.
Trophy Trophypan Family Digital Extra-Oral Systems.
Ultradent Dental Unit Range.
William Green Green-Air Compressors.

Return to William Green Warranty

24 month warranty on parts and labour for the following Products:

Bien-Air Electric Micro Motors of the MX and ProLab Series, conditions apply, see product literature for details.
Elaxion Lasers.
BPR Swiss Products.
Kodak Carestream 1x00 Intra-Oral Camera.
Kodak Carestream RVG 5x00 Digital Radiography System.
Kodak Carestream RVG 6x00 Digital Radiography System.
Reliance Ultrasonic Baths.
Trophy RVG6 Ultimate and Access Systems.
Trophy STV Pro Intraoral Video Camera.

Return to William Green Warranty

24 month warranty on parts for the following Products:

Mectron Scalers & Prophylaxis Jets.

Return to William Green Warranty

36 month warranty on parts for the following Products:

Mectron Curing Lights (excludes optical fibre).

36 month warranty on parts and labour for the following Products:

Cattani Turbo and Micro Smart sold post 1st Aug 2011.
Tantus Dental Unit, Wall Mount Unit or Cart - for all units sold from 1st July 2009. 24 month warranty on parts and labour for all units sold prior to 1st July 2009.
Additionally a 10 year parts replacement warranty on William Green manufactured electronic circuit boards for all Tantus units sold from 1st July 2004.

60 month warranty on parts and labour for the following Products:

Cattani Compressors.

Return to William Green Warranty

12 month on labour:

Mectron products.

Return to William Green warranty

12 month warranty on parts and labour

All other products.

3 month warranty on parts and labour

Handpiece Repairs.

A 90 day parts and labour warranty will apply to all repairs outside the manufacturer's normal warranty period.

Service related Repairs.