

Limited Warranty Policy

Dynaflow manufactures its products to superior quality standards to afford our customers the highest level of satisfaction. In keeping with this goal, all Dynaflow products are warranted to the original purchaser, as follows.

This document sets out the terms and conditions of Product Warranties for Dynaflow products. It is an important document and should be kept for future reference should you require any warranty service on your Dynaflow product.

1. In this warranty
 - a. 'Dynaflow' means Dynaflow Pty Ltd ABN 28 008 493 178, the Head office of which is based at 30 Waratah Street, Melrose Park NSW 2114 Australia.
 - b. 'Owner' means the legal entity that owns the Product purchased from Dynaflow.
 - c. 'Product' means any Dynaflow equipment purchased from Dynaflow Pty Ltd or its Authorised distributors
 - d. 'Warranty Period' means:

Scope By Dynaflow	Supply	Install	Commission	Maintenance	
Warranty Period	✓	x	x	x	1 Yr
	✓	x	✓	x	2 Yr
	✓	✓	✓	x	3 Yr
	✓	✓	✓	✓	5 Yr

- i. Any longer Extended Warranty Period if specifically agreed to by Dynaflow as part of a specific contract.
2. *Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract with us and to a refund for the unused portion, or to compensation for its reduced value.*

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused

portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service”.

Consumer guarantees are a set of rules that apply to goods and services purchased by consumers under the Australian Consumer Law. (ACL)

These rules set out the circumstances under which a business is required to provide a consumer with a remedy.

The consumer guarantees automatically apply regardless of any voluntary or extended warranty given by a seller or manufacturer of goods and services, or if such a warranty has expired.

Who is a consumer? (As per ACL)

A person - or a business – will be considered a consumer if:

- they purchase goods or services that cost less than \$40,000
- the goods or services cost more than \$40,000, but they are of a kind ordinarily acquired for domestic, household or personal use or consumption
- the goods are a commercial road vehicle or trailer used primarily to transport goods on public roads.
- <https://www.accc.gov.au/business/treating-customers-fairly/consumers-rights-obligations>

3. Dynaflow warrants that the Product will be free from defects in materials and workmanship for the duration of the Warranty Period.
4. During the Warranty Period, Dynaflow or its Authorised Distributors will, at no extra charge, repair or replace any components it considers to be defective. Any replaced components become the property of Dynaflow unless agreed otherwise during the warranty repair.
5. Items not covered under this warranty are:
 - a. Components of the system not supplied by Dynaflow

- b. Existing equipment reused or relocated as part of a new installation
- c. Periodic service or consumable parts
- 6. A warranty claim will be accepted only if the defect claimed is shown to be due to faulty or defective parts or workmanship. Warranty claims will not be accepted in the following situations (which are not exhaustive):
 - a. The Product is damaged by:
 - i. Accident, misuse, abuse or gross negligence
 - ii. Fair wear and tear commensurate with age and application
 - iii. Failure to maintain and service the Product in accordance with applicable Australian Standards and Dynaflow Maintenance Manuals
 - iv. Natural events including power surges, electrical and weather storms, stormwater or flood damage
 - v. Incorrect or incomplete installation resulting from a failure to request the correct technical data or lack of knowledge of good industry practices and relevant Australian Standards
 - vi. Incorrect, improper or inappropriate operation and use
 - vii. Incorrect site services provided to the Product (e.g. incorrect power supplies or electrical wiring, incorrect water and plumbing services)
 - b. The Product is modified without prior advice and acceptance by Dynaflow
 - c. The Product is used for an application not previously advised to Dynaflow at the time of procurement
 - d. The owner has not exercised due care in the storage of the Product prior to installation and use.
- 7. This warranty, the contract to which it relates and the relationship between you and Dynaflow are governed by the law applicable in the Australian State where the Product was purchased.

Limitation of Liability

- 8. To the extent permitted by law:
 - a. Dynaflow excludes all warranties other than contained in this document;
 - b. Dynaflow shall not be liable for any loss or damage whether direct or in-direct or consequential arising from your purchase, use or non-use of the Product
- 9. Provisions of the Trade Practices Act and State consumer legislation in Australia and the Consumer Guarantees Act and the Sale of Goods Act, imply warranties or conditions, or impose obligations, upon Dynaflow which cannot be excluded, restricted or modified. To the extent permitted by law, the liability of Dynaflow (if any) arising out of or in relation to the Product or any services supplied by Dynaflow shall be limited (where it is fair and reasonable to do so):
 - a. In the case of Products, at its option, to the replacement or repair of the Product or the supply of equivalent products or the payment of the cost of replacing the Product or having the Product repaired or of acquiring equivalent Products. Upon being replaced, parts and Products become part of the property Dynaflow; or
 - b. In the case of service, at its option, to the supply of the services again or the payment of the cost of having the services re-supplied;

Privacy

You acknowledge that in the event that you make a warranty claim it will be necessary for Dynaflow and its Authorised Distributors to exchange information in relation to you to enable Dynaflow to meet its obligations under this warranty.

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Availability of support and service maintenance agreement

Around the world, Dynaflow provides a variety of service and support options for purchase. The availability of these programs will vary depending upon your location.

Dynaflow strongly recommends a regular, long term maintenance schedule be implemented in accordance with OHS, Legislative and AS/NZS 2243.8 Regulations. Please contact our Service Team for more information.

Service

In the event of simple faults, please first check whether you can remedy the fault yourself (where safe to do so) with the help of the Simple Step Guide shown below .

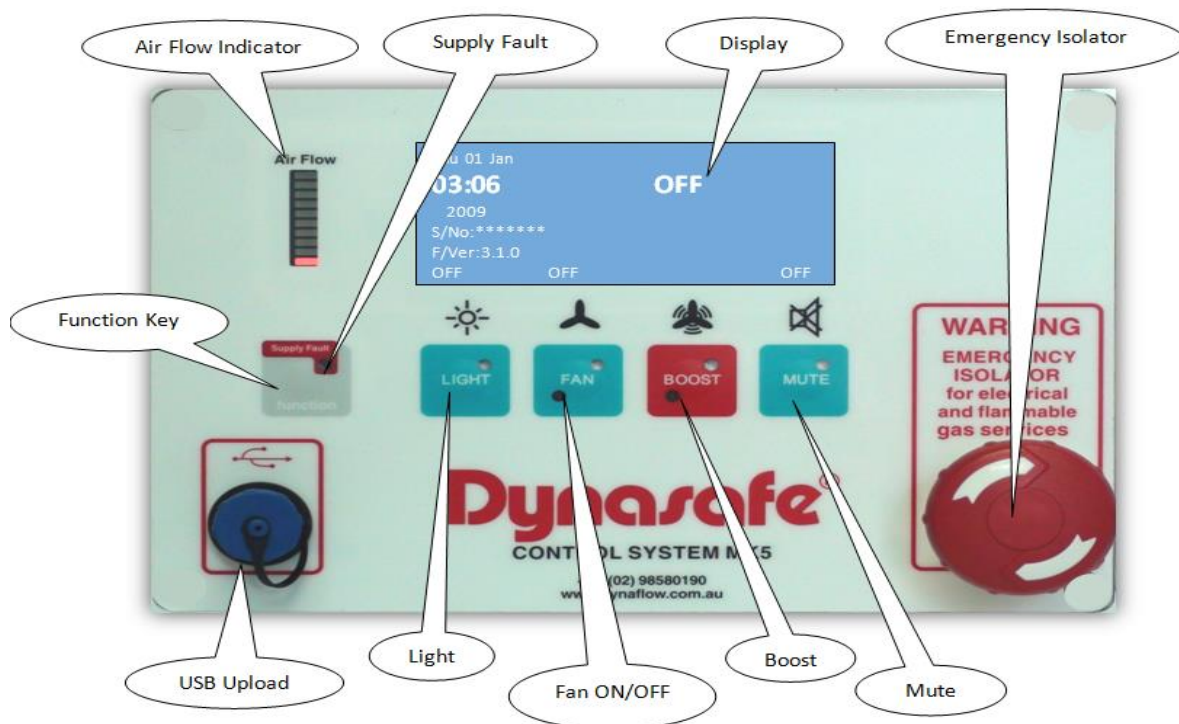
If you were not able to remedy the fault, please contact the nearest Dynaflow office (contact numbers below) or via our website www.dynaflow.com.au or one of our Authorised Distributers shown on website

In order to be able to assist you quickly, we require the following information:

- Product Model
 - Serial number
 - Date
- } from Product label
- Reference/Asset number (*if applicable*)
 - Type of fault
- Any error messages displayed
 - Three digit letter-number combination (MK*)
- } on Dynasafe control panel

Simple Step Guide

DYNASAFE MK5 CONTROL PANEL USER OPERATION



To Activate Fume Cupboard

Press **FAN** once. The panel will read "Pre Purge 60 Sec" and after 60 seconds the services (e.g. power, natural gas) will be available (**FAN** light should be green).

To turn the Fume Cupboard off

Press **FAN**. The panel will read "Post Purge 20 min" and after 20 minutes the fume cupboard will automatically switch off (**FAN** light should be red).

Note: During Post Purge, no services (e.g. power, natural gas) will be available.

To Reactivate the Fume Cupboard

To reactivate fume cupboard services after fault mode, press the **BOOST** button. If the services are not restored, please contact Dynaflow.

Mute

You can silence all alarm by pressing the **MUTE** button. Please refer to the Troubleshooting Guide for alarm status and remedial actions. Alternately, please contact Dynaflow on the numbers below.

Boost

If the cupboard is fitted with Syncroflow® then can be used to boost the airflow. When the **BOOST** button is pressed, the fan speed will increase which will increase the airflow extraction.

Note: When Syncroflow® is not fitted, the **BOOST** button will have no effect on the airflow.

Emergency Isolator

When the **EMERGENCY ISOLATOR** is pressed in & activated, the services (e.g. power, natural gas) will be turned **off**, but the fume cupboard fan will still be running. The display will read: ALARM, ISOLATOR 1, FRONT PANEL and there will be a beeping sound. The alarm can be silenced by pressing the **MUTE** button. To reset, you need to **twist** the **EMERGENCY ISOLATOR** button **clockwise**.

Note: Please verify with your Lab Manager **before** resetting the **EMERGENCY ISOLATOR**

To turn the Fume Cupboard light on/off

Press **LIGHT** button once to turn the light on. Press **LIGHT** again to turn the light off.

All other buttons on this control panel are intended for Service Technicians use only. They should **not to be used** by untrained personnel as it may affect the efficiency of the fume cupboard.

Simple Step Guide

DYNASAFE MK5 CONTROL PANEL TROUBLESHOOTING GUIDE

Fault message on Display

Message	Cause	Remedial Action by User
Emergency Isolator (ALARM, ISOLATOR 1, FRONT PANEL)	Emergency Isolator button has been pushed in.	Twist the Emergency Isolator clockwise to release
Mains Failure	Electrical power failure/circuit breaker has tripped. <i>(The control panel will operation on batteries for approx 20mins.)</i>	Restore Mains power to the fume cupboard. <i>If problem persists, please contact Dynaflow.</i>
Low Battery	Battery voltage has dropped below the preset threshold and control panel may shut down.	Restore Mains power to the fume cupboard. <i>If problem persists, please contact Dynaflow.</i>
Low Air Flow	Airflow has dropped below the preset threshold	Contact Dynaflow
High Sash Alarm	Sash is lifted above a predetermined height for a long period of time.	Lower sash to stop the alarm.
GPO's (power points) have tripped	Electrical power spike or the equipment plugged in to the power point may be faulty	Press the reset button located on the GPO with RCD <i>If problem persists, please contact Dynaflow.</i>