

WARRANTY & MAINTENANCE GUIDE

Wellbeing Instruments Pty Ltd

Overview

Wellbeing Instruments products are designed for long-term outdoor use in school and community environments. When installed and maintained appropriately, the instruments will provide durable, low-maintenance performance over many years.

This document outlines warranty coverage, maintenance requirements, and conditions of use.

Warranty Coverage

Warranty coverage applies from the date of delivery and is conditional upon the product being installed, used, and maintained in accordance with this document and the Technical Specifications & Installation Guide. Warranty coverage is limited to the repair or replacement of defective components at the discretion of Wellbeing Instruments.

25-Year Structural Warranty

A **25-year limited structural warranty** applies to stainless steel frames and supporting structures against structural failure resulting from:

- Defective materials
- Manufacturing faults
- Environmental exposure under normal use conditions

Component Warranty (5 Years)

A **5-year limited warranty** applies to:

- Aluminium tone bars
- Structural fixings and connections

against failure due to defective materials or workmanship under normal use.

Consumable Components

The following are considered consumable and are not covered under long-term warranty:

- Beaters and tethers
- Surface finishes subject to wear
- Minor aesthetic changes due to weathering

Replacement parts are available if required.

Warranty Conditions

Warranty coverage is conditional upon:

- Installation by a competent person in accordance with manufacturer instructions
- Compliance with relevant regulations, standards, and school policies applicable in the installation location
- Use of the equipment for its intended purpose (stand-and-play musical interaction)
- Routine inspection and maintenance being carried out

Wellbeing Instruments reserves the right to decline warranty claims where these conditions have not been met. Where requested, evidence of inspection and maintenance may be required to support a warranty claim.

Warranty Claims

Warranty claims must be submitted within a reasonable timeframe of the defect being identified. Wellbeing Instruments may request photographs, inspection records, or additional information to assess the claim. Where applicable, defective components may need to be returned for assessment. Warranty claims do not extend the original warranty period.

Installation Responsibility

Responsibility for installation, site suitability, and compliance with all applicable requirements rests with the installing party and the school.

Wellbeing Instruments does not assume responsibility for installation works, ground conditions, site preparation, or ongoing site compliance.

Maintenance Requirements

The instruments are designed to be low maintenance. However, routine inspection and basic care are required to ensure ongoing safety, performance, and warranty validity. Inspection frequency should be determined based on site usage and risk profile.

Routine Visual Inspection (Weekly or As Required)

- Check for loose, damaged, or missing components
- Ensure beaters and tethers are secure
- Identify any sharp edges or hazards
- Confirm instrument remains stable

Periodic Inspection (Termly or Quarterly)

- Inspect frame and fixings for stability and wear
- Check for corrosion or environmental damage
- Ensure all fasteners remain secure
- Confirm instrument remains level and properly supported

Annual Inspection

- Full inspection of all structural and functional components
- Address any signs of wear, deterioration, or damage
- Confirm continued safe operation

Cleaning & General Care

- Clean using mild detergent and water
- Rinse with clean water and allow to dry
- Do not use harsh abrasives, solvents, or acid-based cleaners
- Periodic cleaning may be required depending on environment

Alterations & Modifications

The equipment must not be modified, altered, or adapted without prior approval from Wellbeing Instruments.

Unauthorised modifications may:

- Compromise safety and performance
- Void warranty coverage

Repairs & Replacement Parts

- Replacement parts are available upon request
- Repairs should be carried out by a competent person
- Warranty claims may require inspection, photos, or return of components

Labour, installation, and associated costs are not included unless agreed in writing.

Exclusions

This warranty does not cover:

- Vandalism, misuse, or intentional damage
- Negligence or failure to maintain the equipment
- Normal wear and tear
- Cosmetic changes, including colour fading or weathering
- Damage resulting from incorrect installation
- Environmental factors outside normal use (e.g. extreme events, flooding, fire)
- Alterations or modifications not approved by Wellbeing Instruments

Limitation of Liability

To the extent permitted by law, Wellbeing Instruments is not liable for any loss, damage, or injury arising from:

- Incorrect installation or site conditions
- Misuse or use outside the intended purpose
- Failure to carry out routine inspection and maintenance
- Alterations or modifications not approved by Wellbeing Instruments
- Environmental factors or conditions outside normal use

Wellbeing Instruments is not liable for any indirect or consequential loss.

Australian Consumer Law

This warranty is provided in addition to rights under Australian Consumer Law.

Nothing in this document excludes, restricts, or modifies any rights or remedies available under applicable legislation.

Inspection Types (Guide)

Routine Inspection (weekly or as required)

- Visual check for damage, loose components, or hazards

Periodic Inspection (termly or quarterly)

- Check structural stability, fixings, and general condition

Annual Inspection

- Comprehensive inspection of all components and overall condition

Safety Guidance

- Any hazards identified should be addressed in a timely manner
- If any structural concerns or significant damage are identified, the equipment should be taken out of use until assessed and resolved by a competent person.
- Inspections should be carried out in accordance with site policies and relevant standards

Important Notes

- Retain this record as part of your site's maintenance documentation
- Additional records may be created as required
- Wellbeing Instruments may request evidence of inspection and maintenance when assessing warranty claims