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Warranty Policy

This document sets out the warranties that are given by Quik Corp Pty Ltd (ABN 18 081 235 556) in relation to the Product purchased from or manufactured by Quik Corp.

1. Definitions

1.1. In this warranty policy: “Quik Corp” means Quik Corp Pty Ltd (ABN 18 081 235 556); “Customer” means the party who originally acquired the Product from Quik Corp, or an authorised distributor, reseller or dealer for Quik Corp, for their own use.

“OEM Equipment” means the items of equipment fitted to the product by Quik Corp and which items have been manufactured by others and have their own manufacturer’s warranty.

“Product” means the goods or machinery that the Customer acquired, and which were manufactured by Quik Corp.

“Date of Delivery” means the date on which the Product is physically delivered to the Customer at the address specified in the order, or collected by the Customer from Quik Corp or an authorised distributor, reseller or dealer, whichever occurs first.

2. Warranty

2.1. Subject to clause 3 and clause 4, Quik Corp warrants to the Customer that the Product will be free from proven defects in material and workmanship for twelve months from the Date of Delivery, unless a specific warranty period applies to a component listed in Appendix A.

2.2. The warranty is not transferable.

3. Limitations

3.1. This warranty does not cover damages resulting from shipping and handling, abuse, accidents, alterations, normal wear or failure to maintain or use the Quik Corp product with due care.

3.2. Quik Corp does not warrant that the operation of the product will be uninterrupted or error free. The Customer must read and follow all instructions and manuals for the setup, maintenance and use of the Product. If the Customer fails to do so, the product may not function correctly and may suffer other damage.

3.3. This warranty does not extend to OEM equipment which has its own warranty, and the Customer must rely on the OEM equipment warranty for any defects in material or workmanship relating to the OEM equipment.

3.4. This warranty does not extend to cover corrosion due to any cause nor to any damage to painted or anodised surfaces that occurs after the Customer takes delivery of the product.

3.5. This warranty does not cover time required to diagnose a warranty problem, this includes delays from the customer to respond to communication or sending required machines or parts for evaluation.

3.6. The use of parts not supplied or approved by Quik Corp may void the warranty in respect of any defect or damage caused or contributed to by such parts. Where genuine Quik Corp parts are available, Quik Corp recommends their use for all repairs to warranted components.

3.7. Repairs carried out by an unauthorised agent may void the warranty in respect of any defect or damage caused or contributed to by such repairs. Quik Corp strongly recommends that all warranty-related repairs be carried out by Quik Corp or an authorised Quik Corp Dealer/Service Agent.

3.8. Subject to any rights or remedies the Customer may have under applicable consumer protection laws, this warranty does not cover transportation, freight, insurance, or other costs associated with returning the Product or parts

for assessment, repair, or replacement under this warranty where the claim is not covered by this warranty or where no defect is found.

3.9. The time taken to remove and re-install a warranted part or component into other brands of equipment will not be covered by the Quik Corp warranty. Only parts and labour directly attributable to the repair of the Quik Corp unit is covered.

3.10. Quik Corp does not pay for cleaning, or clean the Product, accessories or work area before or after the warranty repair.

3.11. Quik Corp assumes no responsibility for improper choice of models or where products are used in excess of rated capacities and design functions, or under abnormal conditions. We make available a free technical service to help with any product selection, application or situation.

3.12. Where the Customer has acquired the Product for the purposes of a business, trade, or profession, applicable consumer protection legislation — including the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)), the New Zealand Consumer Guarantees Act 1993, and equivalent state, territory, or national legislation — does not apply to the supply of the Product, and the warranty coverage provided under this Policy constitutes the Customer's sole warranty remedy. Nothing in this clause affects any rights or remedies that cannot lawfully be excluded under applicable law.

4. Repair or Replace

4.1. During the warranty period, authorised Dealer/Service Agent shall repair or replace, at Quik Corp's discretion, without charge for parts and standard labour, any part of the Quik Corp Product which fails because of defects in material or workmanship unless the damage arises from:

4.1.1. Failure resulting from neglect or misuse, such as improper operation, lack of required maintenance or continued use of the Product after the discovery of a defect which results in greater damage to the Product.

4.1.2. Deteriorated or failed components such as but not limited to diaphragms, O-rings, hoses, seals, electrical wiring and connections damaged by corrosive chemicals, dirt and sand, excessive heat or moisture. The Customer should ensure the type and strength of chemicals used in the Product are compatible with the design of the Product.

4.1.3. The use of accessories, hardware, or software which were not manufactured by, installed by or approved in writing by Quik Corp.

4.1.4. The use of consumable items such as but not limited to oils, lubricants, diaphragms, O-rings, hose seals, gaskets, filter elements, flow meters, clutches, drive belts, pivot pins, paint, batteries, reel friction brakes, switches, hose rollers, spray guns and nozzles, as these items are considered to be normal wear items and are not warranted.

4.1.5. Component failure caused by not performing scheduled maintenance service such as oils, grease, failure to clean tanks, pumps, filters, spray lines, nozzles or any other components and not tightening or replacing loose or missing bolts, nuts, fittings, shields and covers.

4.1.6. Damage or machine failure caused by carelessness or accidental damage, improper operation, inappropriate transportation or storage of the Product. Please refer to the machine's user manual for proper operation guidelines.

4.1.7. Any contamination or leakages caused or induced by the Customer.

4.1.8. Any use or operation of the Product outside the physical, electrical or environmental specifications of the Product.

4.1.9. Any alterations, modifications, attachments or unauthorised repairs to the Product which have not been authorised in writing by Quik Corp; and

4.1.10. Failures due to faulty or inadequate electrical sources of power.

4.1.11 Damage caused by remaining water or liquid products left on any parts of the machine under freezing temperatures. This includes but it is not limited to, filters, pumps, tanks and hoses.

5. OEM Warranties

5.1. All OEM (Original Equipment Manufacturer) components are covered by the Original Manufacturer's Warranty. It is the Customer's responsibility to familiarise themselves with these warranties, and subject to clause 7, that is the only warranty given to the customer in respect of that part of the Product.

6. Statutory Rights and Exclusions

6.1. New Zealand. If the Product has been acquired for the purposes of a business, then pursuant to section 43(2) of the Consumer Guarantees Act 1993 ("CGA") it is agreed that the provisions of the CGA do not apply. To the fullest extent permitted by law in New Zealand, Quik Corp excludes any liability for any direct or indirect loss or damage of any kind arising from the Product, including consequential loss or damage or loss of profits, and loss or damage arising from the negligence of Quik Corp's employees and agents. The warranty is personal to the Customer and cannot be transferred to a subsequent purchaser (although the purchaser, in some circumstances, may have rights under the CGA or the Sale of Goods Act). These exclusions do not exclude Quik Corp's liability in respect of any warranties or guarantees implied by any relevant legislation in New Zealand which cannot legally be contracted out of.

6.2. Australia. Nothing in this warranty policy excludes, restricts, or modifies any consumer guarantee, right, or remedy to which the Customer may be entitled under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)). Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. The Customer is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. The Customer is 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.

7. Warranty Claim Procedure

7.1. To obtain warranty service:

7.1.1. The Warranty Registration Online Form must be submitted to Quik Corp by the Customer within 14 days of the Date of Delivery. Quik Corp may, at its discretion, accept late warranty registrations where the Customer can demonstrate reasonable cause for the delay.

7.1.2. The Customer must read the Operating manual before operating the Product.

7.1.3. All freight damage claims must be reported within the first 48 hours of the Date of Delivery. Please unwrap your unit for inspection immediately and report any damage including photographs.

7.1.4. The Customer must provide Quik Corp with notice of the defect within the warranty period and within a reasonable time of discovering the claimed problem, and must allow reasonable time for replacement or repair. As a guide, Quik Corp expects notification within 30 days of discovering a defect. The warranty claim process may take between 2–4 weeks depending on the parts involved and may be longer if the OEM has longer lead times.

7.2. Quik Corp may, at its discretion, request the Customer to deliver the alleged defective parts to an authorised servicing Dealer/Service Agent or to Quik Corp. Transportation of the Product to the authorised servicing Dealer/Service Agent or Quik Corp for warranty work is the responsibility of the Customer and is at the Customer's expense. Alternatively, the Customer may request a Quik Corp service technician to travel to the site of the Product to effect repairs or replacement, however the reasonable travel costs (including traveling time) of the service technician must be paid for by the Customer.

7.3. Any service outside the scope of this warranty will be charged for at Quik Corp's rates and terms then in effect.

8. Other

8.1. This warranty is in lieu of all other warranties (except those of title), expressed or implied, and there are no warranties of merchantability or fitness for a particular purpose.

8.2. Unless the Product has been purchased for personal, domestic or household use, any liability of Quik Corp to the Customer arising under statute which may not be excluded, restricted or modified by agreement is limited to an amount equal to, as determined by Quik Corp:

8.2.1. Replacement of the Product or supply of equivalent Product.

8.2.2. The repair of the Product.

8.2.3. The payment of the cost of replacing or repairing the Product; or

8.2.4. Refund of the purchase price paid by the Customer.

8.3. Subject to clause 7.2, in no event shall Quik Corp or the authorised Dealer/Service Agent be liable for any loss of profit or any consequential, indirect or special loss, damage or injury of any kind whatsoever arising directly or indirectly from the Product or any defect.

8.4. The benefits under this Warranty are in addition to other rights and remedies under a law in relation to the Product.

8.5. The judgement of Quik Corp in all cases of claims under this warranty shall be final and conclusive and the Customer agrees to accept its decisions on all questions as to defect, repair and to the exchange of any part or parts.

Appendix A:

1. Bertolini Pumps – The standard warranty period is 6 months from the Date of Delivery. Where the Customer uses Quik Flush pump and tank cleaner from new (i.e. from the date of first use of the Product), the warranty period is extended to 24 months from the Date of Delivery. To be eligible for the extended 24-month period, evidence of Quik Flush usage must be provided upon request.

2. Honda Motors – Honda engines are covered by Honda's own manufacturer warranty of up to 3 years. Customers must register their Honda engine and direct all engine warranty claims to their nearest authorised Honda dealer. Refer to the Honda Engine Manual supplied with the Product for full terms, conditions, and the registration process.

3. Radio Receiver – Warranty period is 12 months from the Date of Delivery on all models. This warranty covers manufacturing defects only and does not cover damage resulting from immersion in liquid, physical impact, or exposure to corrosive chemicals.

4. Steel Frame / Structural Integrity – The powder-coated steel frame and skid chassis of the Product are warranted against defects in material and workmanship for 5 years from the Date of Delivery. This warranty covers structural integrity only and does not include surface coating, corrosion, or damage resulting from chemicals, physical impact, or improper use or storage.

5. Kohler Diesel Engines – Kohler engines are covered by Kohler's own manufacturer warranty. Customers must direct all engine warranty claims to their nearest authorised Kohler dealer. Refer to the Kohler Engine Manual supplied with the Product for full terms, conditions, and the registration process.

6. UV-Stabilised Poly Tank

– Subject to the conditions below, the UV-stabilised polyethylene tank supplied with the Product is warranted against defects in material and workmanship for the lifetime of the Product. This lifetime warranty applies only where: (a) the Customer has submitted the Warranty Registration Online Form within 14 days of the Date of Delivery; and (b) the Product has remained in the continuous ownership of the original Customer and has not been sold, transferred, or hired to any other party. This lifetime warranty does not cover: tanks used for diesel fuel, petroleum products, or chemicals that are incompatible with the tank material; UV degradation caused by aftermarket coatings, wraps, or covers applied to the tank; or physical damage, impact damage, or damage resulting from improper use, storage, or transportation. Applicable to units ordered on or after 1 June 2026 only.

Note on Warranty Registration (Appendix A, Item 6): Failure to submit the Warranty Registration Online Form within 14 days of the Date of Delivery will not affect the Customer's rights under the 12-month base product warranty set out in clause 2.1, but will result in forfeiture of the lifetime warranty applicable to the UV-Stabilised Poly Tank under item 6 of this Appendix A, unless Quik Corp accepts a late registration at its discretion under clause 7.1.1.

Document Revision History

Version	Date	Summary of Changes
1.0	July 2024	Original issue.
2.0	June 2026	Effective date notice added (units ordered on/after 1 June 2026). Lifetime UV-stabilised poly tank warranty introduced (Appendix A item 6, conditional on original ownership and registration). Steel frame warranty wording clarified (item 4). Bertolini pump and Honda engine warranty wording improved (items 1–2). Kohler diesel engine added (item 5). Radio Receiver warranty improved and exclusions clarified (item 3). Date of Delivery defined and standardised across all warranty periods. ACL consumer guarantee clause added (clause 6.2). NZ clause 6.1 subheading clarified. Clauses 3.6 and 3.7 reframed for ACL compliance. Clause 4.1.4 consumables list corrected (radio components removed as separately warranted). Clause 7.1.1 discretionary late registration waiver added. Clause 7.1.4 defect notification window changed to reasonable time. Clause 8.2 typo corrected. Clause 3.3 typo corrected. Various minor grammar and punctuation corrections throughout.
2.1	June 2026	Minor policy amendments. Applicable to units ordered on or after 1 June 2026.