

NSK Product Warranty

NSK Product Warranty	Product Category	NSK Parts	NSK Labour
FX & EX Series	Low speed Handpieces & Heads	12 months	12 months
Pana Max Plus Series	High speed Handpieces	12 months	12 months

NSK Product Warranty		NSK Parts	NSK Labour
Pico	High speed Handpieces	12 months	12 months
S Max Series	High & Low speed Handpieces	12 months	12 months

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Ti-Max X Series	High & Low speed Handpieces	24 months	24 months
Ti-Max Z Series	High & Low speed Handpieces	24 months	24 months
Ti-Max Z95L	Low speed Handpieces	36 months	36 months
Nano Series	Low speed Handpieces	24 months	24 months

NSK Product Warranty		NSK Parts	NSK Labour
Couplings	LED etc	12 months	12 months
Clinical Micro-motors	All relevant products - NLX & NLZ	12 months	12 months
Oral Hygiene products	All relevant products / Excluding Tips	12 months	12 months
Endodontic products	All relevant products / Excluding handpieces	12 months	12 months
Surgical products	All relevant products / Excluding handpieces	12 months	12 months
Surgical Handpieces	"SG" model handpieces only	12 months	12 months
Laboratory products	All relevant products	12 months	12 months
Maintenance products	All relevant products	12 months	12 months
Mobile Dentistry products	All relevant products	12 months	12 months
iClave Plus	Autoclave only	12 months	12 months
Osseo 100	Osseo 100 unit only	24 months	24 months
Industrial products	All relevant products	12 months	12 months



NSK Tech Service Warranty		NSK Parts	NSK Labour
NSK Technical Centre Non-Warranty Service Work	All relevant products including cartridges	6 months	6 months

NSK Product Warranty NOTES
The warranty period commences on the date of the Dealer invoice plus 1 week
All warranty claims must be registered at NSK Oceania Sydney and accompanied by a copy of the Dealer invoice
All Warranty claims must be notified to NSK Oceania direct, and all such products returned direct, to NSK Oceania Pty Ltd Technical Centre, Sydney or NSK Oceania Ltd Auckland, except for products designated for integration into installed clinical equipment
Where a NSK product is integrated into installed clinical equipment NSK will organise a NSK Authorised Service Contractor to perform, on site, valid warranty service. Customers located outside of major metro areas will be required to pay the travelling cost of the NSK Authorised Service Contractor
WARRANTY EXCLUDES Consumable products such as: lamps/ irrigation tubes/ lubrication spray products / batteries - replaceable & rechargeable / Scaler & Surgical Tips / Multi-Pegs / O Rings



NSK Product Warranty Terms and Conditions

NSK Warranty

The Warranty shall apply only to NSK products imported and distributed by NSK Oceania Pty Ltd Australia and NSK Oceania Ltd New Zealand.

All Warranty claims must include a copy of the original NSK Authorised Dealer invoice. All Warranty periods commence on the date of purchase (invoice date) + 1 week to allow for delivery.

Prior to dispatch from the NSK Factory, every NSK product is subjected to stringent quality control procedures and carefully checked. NSK Factory offers the following Warranty subject to the following conditions:

NSK Warranty periods vary depending on the product. The Warranty period for each product is included and exhibits parts and labour Warranty periods. Warranty is subject to NSK verifying that any apparent fault is due to material or production fault arising during the Warranty period. The NSK Warranty is confirmed in addition to all other rights and remedies under Consumer Law in the relevant country.

Warranty Exclusions within the Warranty period

The Warranty is void if damage to, or failure of, the product is in part or whole caused by:

- Failure to comply with the manufacturer's written instructions
- Use of the product for purposes other than those purposes intended by the manufacturer
- Misuse or negligent use of the product
- Damage whether accidental, wilful or intentional
- Continued use beyond the time any fault becomes apparent or known
- Use of inappropriate materials or solutions to wipe or clean the product
- Sterilization beyond the stated sterilization maximum temperature and time
- Failure to correctly adjust air pressure, water pressure, and electricity voltage to the manufacturers stated requirements
- Failure to correctly maintain or service the product
- Use under abnormal environmental and operating conditions
- Use of unauthorised service, repairs and alterations or use of accessories, components or spare parts other than original NSK
- Foreign matter such as dirt, debris, liquid or solutions entering the product
- Consumable items such as Lamps, Irrigation tubes, Lubrication spray, Batteries, Scaler & Surgical Tips, O Rings.

This Warranty does NOT include

- Normal wear and tear
- Cost of normal or scheduled maintenance, servicing or cleaning
- Labour costs, damage to property, personal injury, loss of profits, direct or indirect loss, consequential losses or any other expenses (to the extent as permitted by Law)
- Consumables and / or accessories

Warranty Conditions

- All Warranty claims must be registered directly with NSK Oceania within the Warranty period as specified above relevant to the particular NSK product
- Partially or completely disassembled products will not be accepted for Warranty claim
- NSK will solely determine if any Warranty claim is approved or not approved subject to the terms of the NSK Warranty

- NSK may consult with a qualified Contractor if deemed necessary to gather relevant information, and to correct a fault on installed NSK product(s) that cannot be easily returned to NSK Oceania
- NSK will cover the cost of valid Warranty claims excluding the cost of transporting such product to NSK Oceania
- If the NSK product is installed and cannot be returned to NSK Oceania, NSK will cover only the onsite labour cost of an Authorised Contractor, plus any relevant NSK parts
- The product is at the owners' risk while in transit
- The NSK Warranty is not transferable and is offered only to the original product owner as such a dealer's demo stock that is sold to a customer after 12 months of display will carry no Warranty from NSK.
- Work performed under Warranty does not extend the original Warranty period in whole nor in part

To register a NSK Warranty claim

- 1 Provide proof of purchase in the form of a tax invoice
- 2 Obtain approval by calling NSK Oceania and quote the invoice number

Australia Freephone 1300 44 33 21
New Zealand Freephone 0800 44 33 21

- 3 When confirmed by NSK Oceania please return the product direct to NSK Oceania:

Australia Courier Unit 12, 809-821 Botany Road, Rosebery NSW 2018
Post PO Box 163, Rosebery NSW 1445

New Zealand Courier Ground Floor, 272 Parnell Road, Parnell, Auckland 1052
Post PO Box 28100, Remuera, Auckland 1541

NSK products are delivered with guarantees that cannot be excluded under Australian or New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure or for compensation for any other 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.