



On Site Warranty Terms, Conditions and Information

Products Covered:

APT 200J / 200J+ / 200JPRO
APT 200I / 200IPRO
Nexa NP-1653
All Sunmi Terminals and Kiosks

Conditions Covered:

Hardware faults that are not caused by abuse, misuse, or interference/tampering by unauthorised personnel.

Software installation and backup or recovery of user data is not included.

Area Covered:

80km from the nearest AWCR agent. AWCR staff or contractors are located in most major population centres. If outside of this area coverage is available, but travel time is chargeable and a quote may be provided for this on request.

Procedure:

The end user of the product calls the reseller of the goods, and attempts to diagnose the cause of the fault. The reseller then contacts Aniluin technical staff with the fault description, serial number, product, address of the installation, store name, phone number and a contact.

Aniluin staff will then consider the fault description and may ask for more information or basic diagnostic testing to be done. Once the fault is isolated to a particular hardware component the spare part is shipped to the location of the store, and the repair request is lodged with AWCR. The contact at the store will call AWCR when the spare parts arrive and the AWCR representative will arrive on site within a short period of time, (maximum of 4 hours), to replace the faulty component. AWCR will then take away the faulty part and return it to Aniluin.

Note that AWCR staff will not resolve any software issues while on site, only hardware issues.

If there is a HDD/SSD failure, Aniluin can provide a replacement with software such as TeamViewer loaded, and then ship this to site. This should enable the reseller to connect to the POS and reinstall software as necessary.

QLD (HQ)	NSW/ACT (Branch Office)	VIC/TAS (Dedicated BDM)	SA/NT/WA (Dedicated BDM)
153 North Rd Woodridge, QLD, 4114	Quantum Corporate Park 27/287 Victoria Rd Rydalmere, NSW, 2116		
Ph 07 3390 4155	Ph 02 9638 7566 Email: sales@aniluin.com	Ph 1300 299 728	Ph 1300 299 728
	Aniluin Distribution - ABN 70 661 091 106		



What is Included by Default:

9am to 5pm, Monday to Friday, with 4 hour response time. Public holidays are not covered.

Note that although AWCR representatives should always be on site within 4 hours, they do not normally have the parts with them, so in most locations with overnight shipping this effectively means the response time is next day. Aniluin will ship spare parts from their Brisbane warehouse via Star Track Air satchel for most parts, meaning delivery will be next day to major areas. If an item is larger than will fit in an air satchel it will be sent via road.

If the area is remote and therefore parts delivery won't be overnight, Star Track do have special services to enable fast delivery of items small and large, however these do have a relatively high cost, and the cost would be at the expense of the reseller or end user of the goods. Quotes for freight in these circumstances are available on request.

Warranty Commencement Date:

On-site warranty commences from the date of sale from Aniluin to the reseller. There is normally some time allowed for between the date of the invoice until the on-site warranty is ordered from AWCR by Aniluin, but this timeframe cannot be guaranteed. If there is expected to be an extended period of time between purchase of the product and sale to the end user of the product special arrangements with Aniluin may be possible in order to allow for this.

Please contact us for further information.

Other Notes:

AWCR's services conform to ISO 9001/9002 Quality Management systems, have in excess of 200 service agents and has been in operation for 25 years.

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