

Solar BAR 3 Year Parts and Manufacturing Warranty

About this warranty

The benefits provided by the Frontier Labs' warranty is in addition to other rights and remedies available to consumers under Australian law.

For customers purchasing outside of Australia, please ensure the following warranty details meet your requirements as we cannot guarantee compliance with international variances in consumer rights outside of Australia.

This warranty covers parts and manufacturing defects for the Solar BAR device without attachment parts such as microphones. Batteries are excluded from this warranty. See table below for details.

Product	Components	Warranty Period
BAR-LT, Solar BAR	All components except microphones, batteries, silica gel and optional accessories	3 years
Microphones and Hydrophones	All components except foam windshield	12 months
Lithium ion Frontier Labs branded batteries	All components	12 months Within Australia: replacement or refund Outside Australia: refund only. Lithium Ion batteries are restricted items and cannot be shipped unaccompanied.
Lead Acid 7.2Ah Battery	All components	12 months
All other accessories	All components	12 months

All products are covered by their respective warranties from the time of purchase. Please see individual warranty for more information.

Major and minor damage

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably 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.

Under Australian consumer law, we reserve the right to repair rather than replace or refund items that have only minor damage. We aim to repair before replacing or refunding wherever possible as we are committed to reducing waste. In the case of a repair not being possible, we will offer a replacement or refund in accordance with your consumer rights.

Warranty exclusions

Our products are designed to withstand extremes in temperature and weather, prolonged sun exposure as well as minor damage by curious animals - so long as the user guide is followed correctly.

Our warranty does not cover:

- Wear and tear, such as scratches to the case, animal damage, accidents or malicious damage to the recorder
- Water damage issues resulting from the protective case not being closed correctly or silicone desiccant failing to be used correctly
- Improper use of the recorder, including unauthorised attempts to repair or modify the recorder, neglect or improper installation.

We will assist in repairing these items where possible, however this is at the customer's expense.

Warranty claims process

To make a claim on the warranty:

1. Stop using the product as soon as the fault is identified. Failure to do this may void your warranty claim.

2. Contact us via the **Request a Repair / Make a Warranty Claim** form on our website: www.frontierlabs.com.au/repair

Ensure you include your contact information and the barcode number of the item. If possible, upload the diagnostic log file from the recorder (log file.txt on the SD card) and any relevant photos of the fault.

3. Our engineers will be in touch via email to clarify the cause of the fault and will then advise on whether the fault is:

- a) covered by warranty, and;
- b) repairable

4. If your product needs to be returned to Frontier Labs for further assessment or repair, and the product's fault is deemed by us to be covered by warranty, we will arrange pick-up and shipping of the item to our workshop.

If this is not possible, we may ask you to arrange shipping and reimburse you for costs incurred instead. Please keep all receipts for a smooth reimbursement process.

** Please ensure you **do not** send SD cards with your recorder.
Frontier Labs takes no responsibility for lost or damaged SD cards **

All repairs, whether covered by warranty or not, carry a 6-month workmanship guarantee for that particular fault.

Warranty claims contact information

Frontier Labs
10/8 Chrome St, Salisbury QLD, Australia 4077 Phone: 07 2103 4179 sales@frontierlabs.com.au