



# SOUTHERN ELECTRONIC SERVICES P/L

## 8 Superior Drive, Dandenong South, Vic. 3175

ABN: 66 005 276 817

Ph: (03) 9706 4202

Email: [admin@southernelectronicsservices.com.au](mailto:admin@southernelectronicsservices.com.au)

## SES Transformers – 5-Year Warranty Policy

**Engineered for 25+ Years, Backed for 5 – SES Transformers, Built to Last.**

At **Southern Electronic Services Pty Ltd (ACN 005 276 817) (SES)** of 8 Superior Drive, Dandenong South, we take pride in manufacturing **high-quality LV dry-type transformers (Transformers)**, built in Australia to meet the toughest industrial and commercial demands. To reinforce our commitment to quality and customer satisfaction, we offer a **5-Year Limited Warranty (Warranty)** to our customers (**Customers**) on our Transformers.

The benefits of this Warranty are in addition to any rights and remedies imposed by Australian Federal and State legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, modifying or restricting any Federal or State legislation applicable to the supply of goods or services that cannot be excluded, modified or restricted.

If the Customer is a “consumer” under the Australian Consumer Law, SES confirms:

*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.*

Where it is appropriate, goods presented for repair may be replaced or refurbished with goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

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### Warranty Coverage

SES warrants that our Transformers will be **free from defects in materials and workmanship** under normal use and service for a period of **5 years from the date of dispatch (Warranty Period)**.

During this Warranty Period, SES will **repair or replace** (at our discretion) any Transformer found to be defective due to faulty materials or manufacturing defects.

#### **This Warranty Covers:**

- ✓ Manufacturing defects in materials and workmanship
- ✓ Premature failure under normal operating conditions
- ✓ Replacement of defective components or units
- ✓ Technical support for Warranty-related claims

#### **This Warranty Does NOT Cover:**

- ✗ Damage caused by improper installation, misuse, or neglect
- ✗ If SES cannot find any defect in the Transformer after inspection and testing
- ✗ Overloading beyond rated capacity

- ✗ Exposure to abnormal conditions, extreme environmental conditions beyond design specifications
- ✗ Unauthorised modifications or repairs
- ✗ If the Transformer is used other than for its designed purpose, or a purpose made known to SES prior to purchase that is noted on SES' quotation
- ✗ damage caused by a failure to follow directions, guidelines or instructions provided in relation to the Transformer
- ✗ continued use of the Transformer after a defect because or ought to have become apparent

SES makes no express representations or warranties other than as set out in this document. SES will not be liable to the Customer or any other person in connection with this Warranty for any:

- Consequential or indirect costs or damage; or
- Damage to property, loss of business or goodwill, loss of profits or loss of turnover;

Incurred or suffered by the Customer or any third party. SES's liability under this Warranty is limited to repairing or replacing the Transformer or part of the Transfer.

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### Warranty Claim Process

If a defect covered by this Warranty appears, and the Customer wishes to make a claim under the terms of this Warranty, the Customer must within seven (7) days of the alleged fault contact SES on the contact details provided in this Warranty.

The Customer should take the following steps when notifying of its Warranty claim:

1. **Contact SES Transformers** – Notify our team immediately if a warranty issue arises.
2. **Provide Details** – Supply the **serial number, purchase details, and a full description of the alleged defect, photo evidence of the alleged defect, and any documents on which the Customer relies.**
3. **Assessment** – Our engineers will assess the claim and may request return shipping of the unit for inspection.
4. **Resolution** – If the claim is valid, SES will **repair or replace** the Transformer at no cost.

### Local Support, Faster Turnaround

Unlike overseas suppliers, SES ensures fast, **local warranty support** to **minimise downtime** for your business. Our Melbourne-based facility allows for **quick assessments, repairs, and replacements**, keeping your operations running smoothly.

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