

Highway 1 Ltd Electronics Warranty Policy

12-Month Back-to-Base Warranty

Electronic products supplied by Highway 1 Ltd carry a twelve (12) month back-to-base warranty from the date of purchase, unless a different period or arrangement is stated in writing.

Highway 1 Ltd manages the claim process. Approval is generally subject to assessment by the relevant system or component manufacturer or supplier, in accordance with the applicable warranty terms.

This warranty applies to the original purchaser and is not transferable. Nothing in this policy limits rights or obligations under applicable New Zealand law.

Back-to-Base Warranty and Site Attendance

This warranty is provided on a Back-to-Base basis. Customers should not assume that Highway 1 Ltd will attend site, remove equipment, reinstall equipment, or carry out field repairs as part of a warranty claim. All products must be returned to Highway 1 Ltd, Auckland, for inspection, testing and assessment unless otherwise agreed in writing. The customer is responsible for freight, transport, removal, reinstallation, packaging and any third-party labor costs unless otherwise agreed in writing. At its sole discretion, Highway 1 Ltd may elect to provide site attendance, technical support, fault-finding assistance or on-site repairs where it is considered practical and beneficial to all parties. Site attendance does not constitute acceptance of a warranty claim. Travel, accommodation, labour, access equipment and associated costs may be chargeable. Any charges subsequently approved as part of a warranty claim may be credited or adjusted at Highway 1 Ltd's discretion. Where a warranty claim is approved, Highway 1 Ltd will repair or replace the defective component and cover return freight within New Zealand unless otherwise agreed.

Warranty Coverage

This warranty covers manufacturing defects in materials or workmanship, failure of electronic components under normal operating conditions, repair or replacement of defective parts and labour associated with approved warranty repairs completed at Highway 1 Ltd.

Warranty Assessment and Decision Authority

Highway 1 Ltd manages the warranty claim process and remains the customer's point of contact. Warranty approval will generally be subject to inspection, testing and determination by the relevant system manufacturer, component manufacturer or supplier, according to the applicable warranty terms.

Highway 1 Ltd will coordinate the assessment, obtain supporting information and communicate the outcome to the customer. Submission of a claim, technical assistance or initial inspection does not constitute warranty approval.

Some manufacturers require failed components to be returned for inspection and testing. Supporting information such as photos, videos, installation details, battery voltages, wiring diagrams, service history, data logs and technician reports may be required.

This process does not limit Highway 1 Ltd's obligations under its own warranty or applicable New Zealand law.

Common Causes of Electronic Faults

Many reported faults are not caused by manufacturing defects but by external factors.

Power supply issues, flat batteries, faulty chargers, damaged wiring, damaged connectors, antenna faults, radio interference, incorrect settings, incorrect installation, water ingress, corrosion, contamination, insect damage, impact damage and lack of maintenance are common causes of equipment failure.

No Fault Found (NFF)

Where no fault is found, the fault cannot be replicated, the product operates within specification, or the issue is caused by external factors, the warranty claim may be declined and assessment, testing, labour, freight and handling charges may apply.

Third-Party Repairs

Any work carried out by third-party installers, technicians or repairers must be approved in writing by Highway 1 Ltd prior to commencement. Unauthorized repairs or modifications may void warranty coverage.

Remote Support and Local Repairs

Where a genuine warranty claim is approved, Highway 1 Ltd may supply replacement parts and provide remote consultation and technical guidance to the customer or an authorised local repairer.

If the customer chooses local repair, local labour, travel and associated costs are payable by the customer. Highway 1 Ltd does not reimburse these costs under this warranty, subject to applicable statutory rights.

Local warranty repairs must be approved in writing by Highway 1 Ltd before work begins.

Installation Requirements

All products must be installed, operated and maintained in accordance with Highway 1 Ltd instructions, manufacturer recommendations and applicable industry standards.

Approved Parts Only

Only genuine or Highway 1 Ltd approved parts, accessories and components may be used. The use of non-approved parts may void warranty coverage.

What Is Not Covered

Misuse, abuse, neglect, incorrect installation, accidental damage, water ingress not caused by a manufacturing defect, surge damage, reverse polarity, incorrect voltage, environmental damage, corrosion, contamination, consumable items, normal wear and tear, unauthorised modifications, freight to return products, site attendance costs and routine maintenance.

Assessment Charges

Where a product is found not to be covered under warranty, Highway 1 Ltd reserves the right to charge for diagnostic testing, fault finding, labour, replacement parts, freight, handling, manufacturer inspection charges and administration costs.

Warranty Claim Process

Customers should complete the Highway 1 Electronic Repair Request Form, provide proof of purchase and supporting information, and return the product to Highway 1 Ltd for assessment.

Routine Maintenance

Regular inspection and maintenance of batteries, wiring, connectors, antennas, seals, enclosures and software is recommended and may be required to maintain warranty eligibility.

Consumer Guarantees Act

Nothing in this warranty limits any rights available under the Consumer Guarantees Act 1993 or any other applicable New Zealand legislation.

Limitation of Liability

To the maximum extent permitted by law, Highway 1 Ltd shall not be liable for loss of revenue, profit, downtime, hire costs, project delays, labour costs, contract penalties or consequential damages.

Customer Declaration

By submitting a warranty claim, the customer acknowledges that completion of a Repair Request Form does not constitute warranty approval and that assessment, freight, labour and repair charges may apply where the fault is not covered under warranty or where no fault is found.