1. REELQUIP Outright Purchase Warranty

Your REELQUIP system is backed by a **12-Month Limited Warranty**, giving you straightforward protection when purchasing your equipment outright.

1.1 Warranty Coverage

For the first **12 months from the date of purchase**, eligible REELQUIP equipment is covered by our **like-for-like repair or replacement warranty**, subject to the warranty conditions below.

Where a covered fault is confirmed, REELQUIP may repair the affected component or provide a like-for-like replacement at its discretion.

1.2 QR Code Activation Required

To activate your warranty, your REELQUIP equipment must be registered through the **REELQUIP QR Code Reporting System**.

Simply scan the QR code attached to your equipment and complete the required:

- Equipment registration
- Warranty activation
- Initial equipment condition report

This creates a record of your equipment from the commencement of ownership and allows REELQUIP to accurately manage any future warranty claim.

1.3 6-Month Condition Report

A second equipment condition report must be completed through the REELQUIP QR Code Reporting System at approximately **6 months from activation**.

Keeping these records current helps establish the condition and service history of your equipment and is a requirement of continued warranty coverage.

1.4 REELQUIP Mobile App

Outright purchase customers also receive access to the **standard REELQUIP Mobile App for iOS and Android** for professional onsite inspection reporting and sharing.

Your Brand white-labelled reporting is not included with outright purchase.

1.5 What Is Not Covered

The REELQUIP warranty does not cover faults or damage resulting from:

- Misuse, abuse or neglect
- Accidental or impact damage
- Unauthorized repairs, alterations or modifications
- Normal wear and tear
- Failure to correctly maintain the equipment
- Damage caused by incorrect use, storage or transportation
- Failure to complete required warranty activation and condition reporting

Consumable items and batteries are not included unless specifically stated otherwise.

1.6 Simple Warranty Management

If you experience an issue during the warranty period:

1. Scan the QR code attached to your REELQUIP equipment.
2. Submit the required fault and condition information.
3. REELQUIP will assess the issue and advise the repair or replacement pathway.

12 Months. Straightforward Protection. Professional Equipment Support.

REELQUIP outright purchase gives you ownership of your inspection system with clear warranty protection and simple QR-based equipment management.