

## **WARRANTY CERTIFICATE - Wynn's Multiserve® & Transerve® Equipment**

**Issued by:** ITW Polymers & Fluids, a Division of ITW Australia Pty Ltd

**Valid in:** Australia

**Version:** April 2026

### **1. Warranty Coverage**

ITW Polymers & Fluids, a Division of ITW Australia Pty Ltd ("ITW"), warrants that all Wynn's Multiserve® and Transerve® equipment supplied by ITW to an authorised Wynn's distributor is free from defects in materials and workmanship for **two (2) years on parts and labour**, commencing on the **date of installation at the automotive workshop** where the equipment is first put into service.

### **2. Eligibility Requirements**

To validate a warranty claim, the distributor must provide:

- **Proof of sale** from the distributor to the end customer (automotive workshop).
- The **serial number** of the unit, which must match the serial number on ITW's invoice to the distributor.
- Confirmation that the equipment has been **installed and used in accordance with the official Wynn's operating instructions**.

### **3. What the Warranty Covers**

During the 2-year warranty period, ITW may, at its discretion:

- Repair the equipment
- Replace defective parts
- Provide other appropriate remedial action, including authorising the distributor to undertake specific repairs
- Pay for shipping costs for approved warranty claims

Labour required for diagnostics and repairs performed or approved by ITW is included.

### **4. Exclusions**

This warranty does **not** apply where the product has been:

- Misused, overloaded, or operated contrary to instructions
- Damaged by shocks, accidental impacts, or improper handling
- Used with nongenuine parts, consumables, or accessories
- Repaired, altered, or tampered with by an unauthorised service provider
- Used for purposes other than those described in the official user manual
- Damaged in transit after delivery to the distributor

Shipping costs associated with returning units or parts are **not covered** and remain the responsibility of the claimant.

## **5. Spare Parts Availability**

As the importer of these products, ITW will take reasonable steps to ensure that **repair facilities and spare parts are available for a reasonable period**, typically **3–5 years after manufacture**, based on supplier advice and industry practice.

Many spare parts for Multiserve® and Transerve® units must be **imported from overseas suppliers**, and availability or repair times may therefore depend on international supply chains, manufacturing schedules, and freight timelines. ITW will make commercially reasonable efforts to import required parts promptly, but delays may occur due to factors outside ITW's control.

## **6. How to Make a Warranty Claim**

All warranty claims must be submitted **through the authorised Wynn's distributor** who purchased the equipment from ITW.

Please provide:

- Proof of sale to the end customer
- Matching serial number information
- A description of the defect and supporting photographs where available

No equipment may be returned to ITW without **prior inspection and approval**.

### **Authorised by:**

**ITW Polymers & Fluids, a Division of ITW Australia Pty Ltd**  
Wetherill Park, Sydney

*This certificate is issued to authorised Wynn's distributors only and is not transferable.*