

Effective from: 26/10/2022

MILKING SYSTEM COMPONENTS

1. Proprietary.

Proprietary components refer to a product that has been exclusively designed, manufactured and marketed under the name of Waikato Milking Systems LP.

2. Non-proprietary.

Non-proprietary components refer to a third-party product that has not been designed or manufactured by Waikato Milking Systems LP, however, is offered to support the function of a milking system supplied by Waikato Milking Systems LP.

WARRANTY

- Product designed and manufactured by Waikato Milking Systems is covered by a comprehensive twelve (12) month repair or replacement warranty that includes claims for parts and labour.
- This warranty covers any product found to be defective at start up or within the warranty period due to a manufacturing fault.
- The company reserves the right to repair or replace such product at its sole discretion.
- A warranty claim is provisional upon acceptance. If the product is a single part of a system installed as an upgrade or retrofit, the dealer must be able to produce a test report showing that the product was tested at start-up and found to be in good working order or otherwise. If the product was installed as part of a complete system, then the documents listed below must be lodged at Waikato Milking System head office at Horotiu – NZ on completion of that installation.

1. A completed machine test carried out by a registered milking machine tester with a current Practicing Certificate.
2. A completed sign-off agreement
3. Proof of final payment – an internal requirement.

LIABILITY

- The company will not accept liability for any subsequent or consequential loss or damage caused to persons, product or animals as a result of an incorrect installation or the lack of maintenance thereafter.
- The company will not accept liability if a fault has originated from a wrong setting, or the use of an operating parameter clearly set outside of the values recommended in the instruction manuals.
- The company will not accept liability where the product or system has been tampered with or changed from its original configuration by anyone other than an authorised Waikato Milking Systems Dealer with the authority to do so in writing from the Technical Group.

GENERAL CONDITIONS

- Granting a Warranty is not automatic and is subject to investigation prior to acceptance.
- Warranty will not be granted without prior consultation with the Technical Group.
- A warranty period begins on the day of commissioning, this date must be recorded in the sign off agreement.
- Whenever possible, a claim must be reported immediately to the Technical Group manager for advice before making a repair.
- All claims must be made within the 12-month warranty period.
- Only genuine Waikato spare and consumable parts sourced from Waikato Milking Systems are to be used during the warranty period.
- Warranty parts taken from a dealer's store to affect a repair will be replaced to that dealer at no cost.
- Waikato Milking Systems will not accept product charge backs.
- The equipment must be installed as per WMS guidelines and specifications.
- The equipment must be serviced by an authorized Waikato Milking Systems dealer.
- All equipment must be installed, serviced, and maintained as per the instructions provided in the technical manuals and operator guides.
- Failing to adhere to the conditions as stated will negate the warranty.

EXCLUSIONS - NOT COVERED UNDER WARRANTY

- Fair wear and tear, includes seals, gaskets, rubberwear and parts identified as "Consumable Product"
- Signs of tampering with and/or changing the configuration of a system or its equipment without authorization.
- A system or parts thereof that have been serviced by an unauthorized service provider.
- Damage caused by rodents - Rats, Mice, Possums or any other animal capable of chewing through electrical cable, rubber and plastic.
- Claims relating to milking performance or hygiene issues.
- Damage caused by water ingress into equipment classified as "not waterproof".
- Damage caused by an unexpected power shut down, lightning, incoming power fluctuations, electrical noise and/or incorrect systems shutdown procedure/s.

- Damage caused by an incorrect installation.
- Poor performing equipment caused either by incorrect interpretation and/or implementation of the installation instructions, plans and specifications supplied by the company.

MILKING SYSTEMS

1. In-line
2. Swing-over
3. Low-line
4. Herringbone
5. Rotary

WARRANTY

- Each Waikato Milking System is covered by a comprehensive twenty-four (24) month parts and labour warranty provided the system has been installed in accordance with design specifications supplied by the company.
- The warranty cover includes the stainless-steel parts of a milking system (known as the chassis), the hardware required to mount various components and the general performance of the overall system.
- Under the terms of this warranty the company reserves the right to repair or replace parts of the system at its sole discretion.
- Warranty claims are provisional upon acceptance.
- For new installations and before a warranty can be considered, Waikato Milking Systems must receive the following documents at its head office at Horotiu - NZ.
 1. A completed machine test carried out by a registered milking machine tester with a current Practicing Certificate.
 2. A completed sign-off agreement.
 3. Proof of final payment – an internal requirement.

LIABILITY

- The company will not accept liability for any subsequent or consequential loss or damage caused to persons, product or animals as a result of an incorrect installation or the lack of maintenance thereafter.
- The company will not accept liability if a fault has originated from a wrong setting, or the use of an operating parameter clearly set outside of the values recommended.
- The company will not accept liability where the product or system has been tampered with or changed from its original configuration by anyone other than an authorised Waikato Milking Systems Dealer with the authority to do so in writing from the Technical Group.

GENERAL CONDITIONS

- A warranty period begins on the day of commissioning, this date must be recorded in the sign off agreement.
- All claims must be made within the 24-month warranty period.
- All equipment must be installed as per the guidelines and specifications set by the company.
- The equipment must be serviced by an authorized Waikato Milking Systems dealer.
- Only genuine Waikato spare parts and consumables are to be used during the warranty period
- All equipment must be maintained as per the service schedules provided in the technical manuals or operator guides
- A full ISO test or equivalent must be carried out at the time of commissioning and prior to the first milking. A pulsation, vacuum and multipoint functional check of the system must be carried out at 6 - 12 - 18 and 24-months or at 1500-hour intervals during the warranty period (whichever comes first).
- Warranty for 3rd party equipment is limited to that provided by the manufacturer of that product.

SOFTWARE

- Any Software/Programming supplied by the company is sold or licensed "As is". Should the software/programming prove defective, Waikato Milking Systems will repair, reprogramme or replace the product at its cost. Any incidental cost or consequential damage resulting from a defect in the software is not covered under this warranty.

EXCLUSIONS - NOT COVERED UNDER WARRANTY

- Fair wear and tear, includes seals, gaskets, rubberwear and parts identified as "Consumable Product".
- Signs of tampering with and/or changing the configuration of a system or its equipment without authorization.
- A system or parts thereof that have been serviced by an unauthorized service provider.
- Damage caused by rodents - Rats, Mice, Possums or any other animal capable of chewing through electrical cable, rubber and plastic.
- Claims relating to milking performance or hygiene issues. Damage caused by water ingress into equipment classified as "not waterproof".
- Damage caused by an unexpected power shutdown, lightning, incoming power fluctuations, electrical noise and/or incorrect shutdown procedure/s.

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- Damage caused by an incorrect installation.
 - Poor performing equipment caused by an incorrect interpretation and/or implementation of the installation plans and specifications supplied by the company.
 - Damage or loss of stored information.
 - Damage caused by computer hacking or viruses.
 - Damage caused by teat sprays using LACTIC ACID.

WARNING: The use of Lactic acid for teat spraying will have an adverse effect on the galvanised steel parts of a milking system and the concrete used to build an ORBIT rotary platform. The use of Lactic acid is not recommended and may cause irreparable damage. Damage caused using Lactic acid will not be covered under warranty.

NOTICE/DISCLAIMER

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