

Muir Engineering Limited Warranty United States of America



What this warranty covers:

All new windlasses manufactured by Muir Engineering Pty., Ltd. and sold in the USA will be free from defects in materials and workmanship for a period of five (5) years, subject to limitations detailed below. For windlasses installed on vessels in charter or hire in the USA, the warranty period is one (1) year.

If a defect arises during the covered warranty period we will (1) repair the product at no charge using new parts or parts that are equivalent to new in performance and reliability, (2) exchange the product with a product with equivalent functionality formed from new and/or previously used parts that are equivalent to new in performance and reliability or, with your consent, a product that is at least functionally equivalent to the product it replaces, or (3) refund the original purchase price.

What this warranty does not cover:

- 1) Normal wear and tear;
- 2) Damage caused by:
 - a. Neglect or lack of maintenance;
 - b. Improper installation or service.
 - c. products used in applications that they are not intended or;
 - d. usage in applications that exceed the product's performance specifications.
- 3) Damage due to unsatisfactory storage or use of equipment prior to installation in the approved manner.
- 4) Muir will not be responsible for freight charges, removal or installation labor on warranty claims.

Any indirect or consequential loss including (without limitation) any loss of anticipated profits, damage to reputation or goodwill, loss of expected future business, damages, costs or expenses payable to any third party or any other indirect losses. Any damage to yachts or equipment, personal injury or death (unless caused by Muir Engineering negligence). Warranties of merchantability and fitness are excluded from this warranty. Implied warranties are limited to the life of this warranty.

We reserve the right to improve the design or materials used on any product without assuming any obligation to modify any previously manufactured product.

How long the warranty lasts:

Mechanical windlasses parts are warrantied for a period of five (5) years from date of sale to final, end customer. Electronic motors/ controls/equipment, hydraulic pumps/controls/valves and weather seals are warrantied for one (1) year from date of sale to final, end customer.

How to Get Service:

If something goes wrong with your windlass, contact the dealer from whom you purchased your product or, Imtra Corporation, 30 Samuel Barnet Boulevard, New Bedford, MA 02745, 508-995-7000.

Registration:

To register your windlass, please visit - <https://www.muir.com.au/warrantyregistration>

What to do if you are not satisfied with service:

We believe you will be fully satisfied by the service you receive from your authorized Muir dealer, however, because our aim is your complete and lasting satisfaction, Muir adds another feature to your warranty's protection. In the unlikely event that you feel the response to a warranty service request is not satisfactory, we offer you an opportunity to air your complaint directly to Muir Engineering Pty. Ltd., 100 Browns Road, Kingston, Tasmania, Australia, 7050, +61-362-290600.

How state law applies:

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.