

WARRANTY STATEMENT

BERNARD AND TREGASKISS PRODUCTS

Effective 1st September 2025

IMPORTANT NOTICE REGARDING YOUR CONSUMER RIGHTS

The benefits given to you under this Warranty are additional to, and do not detract from, other rights and remedies that you may have in relation to your Bernard® and Tregaskiss® products and its purchase under Australian or New Zealand laws, including consumer protection laws.

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand, our goods also come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act.

This Warranty:

- Is not intended to change or exclude any statutory or consumer rights that cannot be lawfully changed or excluded;
- Is independent of any warranty that may be provided by the seller, for which the seller carries sole responsibility; and
- Does not affect your rights against the seller, including any mandatory statutory rights you may have against the seller under local consumer laws.

Product Warranty:

Welding Industries of Australia (WIA) (in respect of Products purchased in Australia) and Weldwell New Zealand (WW) (in respect of Products purchased in New Zealand) provides this warranty in relation to the Bernard® and Tregaskiss® branded MIG guns identified in this Warranty Statement (Product). This warranty covers defects in materials and workmanship that existed at the time of purchase of the Product (defects). The warranty is provided for the warranty period specified below (Warranty Period). This warranty applies to the original retail purchase of the Product only.

If a defect in materials or workmanship is identified and a claim made during the Warranty Period, WIA or WW (as applicable) will, at its option:

- Repair the Product;
- Pay for the costs of repair of the Product by an authorised service agent; or
- Replace the Product.

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How to make a Warranty Claim:

To make a claim under this warranty the customer must:

- Return the Product to the original place of purchase, with proof of purchase; or
- Contact **WIA on 1300 300 884** or **WW on 0800 9353 9355** for information about the nearest authorised service agent and deliver the Product to the nominated authorised service agent. Any handling and transportation costs (and other expenses) incurred in claiming under this warranty are not covered by this warranty and will not be borne by WIA or WW. However, if WIA or WW (as applicable) elects to provide a replacement Product it will bear the cost of delivery to the customer.

Product Warranty Exclusions:

This warranty does not apply to:

- Consumable components;
- Products damaged by ordinary wear and tear;
- Products which have been improperly altered, modified, stored, installed, operated, handled, used or neglected;
- Products which have been used with equipment, components or parts not specified or supplied by WIA or WW or which are not contemplated under the relevant Product documentation; or
- Products which have not been operated, maintained, and repaired pursuant to the relevant Product documentation provided by WIA or WW.

This product warranty and the Warranty Period does not start again if a replacement product is provided - it continues from the original date of purchase.

If WIA, WW or the authorised service agent (acting reasonably) determines that a returned Product is not covered by this Warranty, the customer will be liable to WIA or WW (as applicable) for all warranty claim costs (including inspection, labour, parts, testing, scrap and freight).

Service Warranty:

WIA warrants in respect of services provided in Australia, and WW warrants in respect of services provided in New Zealand, that the services shall conform to any mutually agreed upon specifications or statements of work.

Subject to applicable consumer law, the customer's sole remedy for a breach of the foregoing warranty is for WIA or WW (as appropriate), at its option, to re-perform the services or credit the customer's account for the value of such services.



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Product Warranty Period:

The Warranty Period for the relevant Products is as follows:

Product	Warranty Period
Bernard® IronPro™ and DuraFlux Self-Shielded MIG Guns	1 year from date of purchase.
Bernard® BTB and S-Gun™ Semi-Automatic Air-Cooled MIG Guns	1 year from date of purchase. Lifetime warranty on straight handles, straight handle switches, and rear strain relief.
Bernard® Clean Air™ Fume Extraction MIG Guns	90 days from date of purchase for gun cable assembly. 30 days for hose and hose components, adapters, front end parts and accessories.
Bernard® Clean Air E™ Fume Extraction MIG Guns	180 days from date of purchase for gun cable assembly. 30 days for hose and hose components, adapters, front end parts and accessories.
Bernard® W-Gun™ and T-Gun™ Semi-Automatic WaterCooled MIG Guns	180 days from date of purchase.
Bernard® TGX® Chassis and Bernard® TGX® Ready To Weld MIG Guns	90 days from date of purchase.
Tregaskiss® Robotic MIG Guns and Components	1 year from date of purchase.
Tregaskiss® Automatic MIG Guns	1 year from date of purchase.
Tregaskiss® TOUGH GUN® Reamer	1 year from date of purchase. 2 years from date of purchase when factory-equipped with lubricator. 3 years from date of purchase when factory-equipped with lubricator and used exclusively with Tregaskiss® TOUGH GARD® Anti-Spatter Liquid.
Tregaskiss® TOUGH GUN® Robotic Peripheral (clutch, sprayer, wire cutter, arms)	1 year from date of purchase
Tregaskiss® Low-Stress Robotic Unicables (LSR+ Unicables)	6 months from date of purchase



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Australia Warranty Claims:

Welding Industries of Australia

ABN 63 004 235 063

info@welding.com.au

1300 300 884

5 Allan Street, Melrose Park, South Australia 5039

New Zealand Warranty Claims:

Weldwell New Zealand

NZBN 9429039833129

info@weldwell.co.nz

0800 9353 9355

64 Thames Street, Napier 4110