



Product Warranty Statement

Thank you for choosing a Westlab product. Please read all warranty and maintenance documentation.

Product Code	665-616
Description	Biosafety Cabinet Class II A2
Warranty Period	24 Months

Westlab warrants that this product will be free of defects in workmanship and materials for a period of twenty-four (24) months from the date of purchase. This date can be found on the original sales order, sales invoice or delivery docket.

Request for warranty is to be in writing and state model, date of installation, serial number, and the reason for application for warranty claim.

This warranty will only apply if:

- The purchaser provides proof of the date of purchase;
- The product has been installed, operated, and maintained in accordance with Westlab's instructions. If in doubt, contact Westlab Pty. Ltd. for details; and
- The product has not been sold, leased, licensed, or otherwise disposed of by the original retail customer.
- The purchaser responsibly follows the correct operating procedures for the product by following the instruction manual.
- The product is sterilised and decontaminated beforehand. Provide the service technician with details of any hazardous substances used.

Warranty Exclusions

- The rental of another machine or related equipment while unit repairs are in progress.
- The labour and parts for mechanical adjustments which are made or should be made as standard preventative maintenance or calibration procedures.
- The replacement of normal maintenance parts made in connection with normal preventative maintenance services as opposed to manufacturing defects.
- Any defect caused by alteration, modification, fitment of a non-genuine part or attachment not approved by Westlab.
- Any defect caused by misuse, negligence, accidents, or failure to carry out proper maintenance procedures.
- Any defect caused by work carried out by persons other than a person authorised to do so by Westlab.
- Damage caused by continued operation of the machine after it is known to be defective.

- Freight and insurance costs for the recall of the machine or equipment to Westlab and the subsequent return to the purchaser.
- Technician travelling costs to and from site if any on site repairs are required.

This warranty will not apply to damage due to:

- Damages due to environmental conditions such as water damage, humidity and/or mould;
- Alterations to the product;
- Normal wear and tear;
- Shipment or delivery of the product;
- Misuse, abuse, impact, or accidents;
- Use of the product in other than normal domestic circumstances;
- Any fault or damage caused by incorrect installation or use of the product; or
- The product was not purchased from Westlab.

Prior to returning any product under this warranty, the approval of Westlab must be obtained.

The purchaser will bear the cost of all transportation or freight charges, or any other charges incurred in returning defective products for repair, together with the cost of returning them to the purchaser, unless otherwise determined by Westlab.

After-Sales Service and Support

Should your product become defective, or you require support, please contact Westlab for assistance:

AUSTRALIA

Email: sales@westlab.com.au

Phone: 1800 358 101

In Person:

4 Cargo Way,
Mitchell Park, VIC, 3355, AU

NEW ZEALAND

Email: sales.nz@westlab.com

Phone: (9) 553 3677

In Person:

6 Springs Flat Road,
Te Kamo, Whangarei, 0112. NZ

CANADA

Email: sales.ca@westlab.com

Phone: 1 877 822 1455

In Person:

#101, 19050 - 25 Ave,
Surrey, British Columbia,
V3Z 3V2, CANADA

View the complete Westlab Warranty Statement [here](#).

Publication Date: 13/10/2025

Australia

1800 358 101

sales.au@westlab.com

www.westlab.com.au

Canada

1 877 822 1455

sales.ca@westlab.com

www.westlab.com

New Zealand

+64 9 553 3677

sales.nz@westlab.com

www.westlab.co.nz

United States

646 568 5391

sales.us@westlab.com

www.westlab.com