



THE ABBERFIELD GROUP

ABBERFIELD

Customer Support



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ABOUT ABBERFIELD

Abberfield are solution engineers specialising in revenue collection with a Research and Development capability, as well as a manufacturing team, providing concept to delivered product.

Standard products consist of account and credit card water dispensing, coin timers, coin validators, push button timers and standard or custom tokens. For fifty years Abberfield have supplied and serviced the revenue collection industry. While Abberfield now concentrate on water dispensing in particular, we still support the wide range Abberfield have produced over the years.

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CUSTOMER SUPPORT

PRE-SALE

Technical staff provide advice on equipment purchase options, to ensure the best fitness for purpose of any purchase decision.

Please review the extensive internet application and technical data to appreciate the scope of options available. Or just email, better still telephone to discuss your requirement, so that our team can recommend the most cost effective means of achieving the best functional outcome. Team members have decades of experience and passing on their knowledge comes at no extra cost.

POST SALE

Technical support is freely available, to assist with installation, enquires or diagnose site issues. By

telephone or email our engineers can answer queries and often avoid the cost of unnecessary site service visits. Should repairs be required then the benefit of Abberfield's modular component design will soon be apparent.

Throughout the whole product range the working "heart" of the equipment can easily be removed and returned to Abberfield for service. This will leave the cabinet installed, allowing it to be secured and placed "out of order". Neat, secure and safe with minimal inconvenience and cost. This modular construction allows for simple technical support to all of Abberfield's customers throughout Australia or internationally.

Internal working modules are designed to be small and light, usually in moulded plastic housing, weighing less than 3kg, to minimise freight costs. Size and weight then allow for fast and economic express post or courier delivery.

Abberfield will service all equipment produced, regardless of age or condition, but will not proceed with uneconomic repairs without customer's consultation. Often the modular principle provides an upgrade path to later technology, by maintaining interchangeability of component parts. This can be a more economic alternative to complete equipment replacement.

SITE SERVICE

Although Abberfield's products are designed to avoid the need for qualified technicians attending site, staff remain available to visit whenever needed.

TRAVELLING SUPPORT

Primarily for Water Filling Stations customers, Abberfield maintain a mobile showroom and service support vehicle. With complete machines in tow, for demonstration or delivery, Abberfield staff travel extensively throughout the Eastern states. Customers further west will be visited when the need or opportunity arises. Please contact Abberfield to arrange a country wide visit.

Purchasing an Abberfield product is to purchase pre-sale consultation and whole of life support.

WARRANTY

Standard warranty is 12 months (see following Terms and Conditions of Sale). For larger products (example Water Filling Stations) Partnership Agreements can extend warranties, typically to three years (details on application).

STANDARD TERMS AND CONDITIONS OF SALES

- 1/ **Delivery** - Ex-works unless otherwise stated. Freight and insurance is the responsibility of the customer but Abberfield will organise freight on the customer's behalf.
- 2/ **Terms Of Payment** - Unless the parties make a written agreement, payment for the supply of goods or services shall be made within seven (7) days of despatch of goods. For customers with an approved account, payment shall be made on a monthly basis. Unless payment is so made the account shall be deemed overdue and interest may be charged on any account exceeding these terms at the rate chargeable from time to time

pursuant to Section 39A of the Local Courts (Civil Claims) Act 1970 as amended.

- 3/ **Ownership** - Until paid for in full, goods and services provided by Abberfield remain the property of the group of companies.
- 4/ **Progress Payments** - If the parties so agree in writing, payments for the supply and installation or development of projects shall be made by way of progress payments. Unless payment is made in accordance with such written agreement the account shall be deemed overdue and interest may be charged in accordance with clause 2/ above.
- 5/ **Variations In Price** - The company shall be entitled to adjust prices to allow for fluctuation in Customs and Excise duty, Goods and Services Tax or any other Government impost.
- 6/ **Guarantee** - All goods, which are manufactured by the company, are guaranteed against faulty workmanship, material or design for a period of twelve (12) months from delivery. The guarantee is conditional, on payment being made and on the equipment being installed, serviced and maintained in accordance with good practice, or where relevant Abberfield's technical literature.



- Equipment under warranty should be returned freight paid for repair, or replacement.
- Service at the customer's site will be covered by warranty, subject to Abberfield's labour & travelling costs of attendance being to the customer's account.
- Any shortages of delivery or damage in transit must be notified to the company in writing within fourteen (14) days of delivery otherwise the claim may not be recognised.

- 7/ **Intellectual property rights** - Unless specifically agreed in writing by a Director of Abberfield, the company retains all intellectual property rights for any equipment it designs or produces.
- 8/ **Exclusions & Warranties** - To the extent permitted by law: Abberfield shall not be liable for any form of damages in connection with or arising out of the supply, performance or use of the equipment, or any part thereof, or any failure to supply the equipment, or any part thereof.
- 9/ **Returns** - Unless prior authorisation is given, no returns will be accepted for credit and on no account will freight be paid on goods returned by air, overnight or road transport.
- 10/ **Jurisdiction** - The contract shall be governed by New South Wales law and the New South Wales courts shall have jurisdiction to determine any dispute arising thereof.

The Abberfield Group are bound by these terms and conditions, but Abberfield's policy is to produce quality product and provide quality service, so minimal warranty support should be required.

However senior management are available to discuss or negotiate resolution to any issue, to preserve the company's reputation and support the company's valued customers.



SOME OF ABBERFIELD'S SUPPORTED RANGE

- water dispensing systems
- stand pipe control
- coin operated time switches
- coin validators
- coin shower control
- push button shower control
- coin photocopy control
- coin power switches
- coin barbecue control
- push button BBQ control
- packet dispensers
- stamp vending
- vending equipment
- ticketing equipment
- parking equipment
- coin boom gate control
- pay stations
- access control
- coin boom gate control
- change giving machines



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 Australian Manufacture**