



Warranty Policy - Reviewed 22 October 2026

1. Introduction

This warranty is provided by Dynamic Maintenance 2023 Limited (DML). DML supplies and supports equipment with a focus on quality, reliability, and being fit for purpose. This policy outlines warranty coverage applicable to goods and services supplied by DML.

2. Consumer Guarantees Act

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. Where goods are not acquired for business purposes, you are entitled to remedies including repair, replacement, or refund where applicable.

3. Warranty Framework

DML provides two types of warranty: (a) Product Warranty, which is primarily provided by the original manufacturer or supplier; and (b) Workmanship Warranty, which applies to services, assembly, and work undertaken by DML.

(a) Product Warranty

Product warranties apply to branded or third-party goods supplied by DML. These warranties are provided by the original manufacturer or supplier. DML may assist in facilitating claims but is not the provider of these warranties unless explicitly stated.

(b) Workmanship Warranty

DML warrants that all assembly, installation, repair, and modification work carried out by DML will be performed with reasonable skill, care, and diligence. This workmanship warranty applies for a period of up to 12 months from completion. It will depend on the application of the work.

6. Supplier Warranty Schedule

The following table outlines supplier-specific warranty terms. These warranties are provided by the respective suppliers unless otherwise stated.

Supplier Warranty Guideline:

Supplier / Brand	Warranty Period	Key Terms / Notes
Aquastrong	12 Months general. Up to 24 months, product specific	Return to base and warranty is subject to supplier approval.
Melasty	12 Months general, enquire for product specific	Return to base and warranty is subject to supplier approval.
Aykom	12 months full, up to 5 years limited (conditions apply)	Return to base and warranty is subject to supplier approval.
NZ Supplier	Refer to warranty documentation	Return to base and warranty is subject to supplier approval.



7. Warranties and Liability

7.1 DML Warranties

Dynamic Maintenance 2023 Limited (DML) warrants that:

- (a) it will supply goods in accordance with all applicable New Zealand laws;
- (b) the goods will, in all material respects, comply with the description provided and conform to any agreed specifications; and
- (c) where goods include services, those services will be performed with reasonable skill, care, and diligence.

7.2 Exclusions

To the extent permitted by law:

- (a) except for the warranties set out in this policy and any written warranties provided by DML, all other warranties and representations (whether express or implied) are excluded; and
- (b) where goods are acquired for business purposes, it is fair and reasonable that the Consumer Guarantees Act 1993 and relevant provisions of the Fair Trading Act 1986 do not apply.

(c) Warranty coverage does not apply to faults, failures, or damage resulting from:

- Misuse, abuse, neglect, or careless handling of the product;
- Operation outside the manufacturer's specifications or intended use;
- Failure to follow operating instructions, maintenance requirements, or safety procedures;
- Overloading, dry running, cavitation, chemical attack, contamination, or operation with unsuitable fluids or materials;
- Incorrect installation, commissioning, storage, or transportation;
- Modifications, alterations, or repairs performed without DML's approval; or
- Continued operation of a product after a fault has become apparent.

Any damage determined by DML or the manufacturer to have been caused by misuse, abuse, incorrect operation, or lack of maintenance will not be covered under warranty.

7.3 Faulty Goods

If a product or service supplied by DML is found to be faulty and covered by warranty, DML will, at its option, repair, replace, or refund the product, or re-perform the service. DML's liability is limited to the original purchase price of the affected product or service.

7.4 Claims

DML will only provide a remedy if you notify DML within a reasonable timeframe after delivery or discovery of the fault, provide sufficient details of the issue, and allow DML the opportunity to inspect the goods.



7.5 Limitation of Liability

To the maximum extent permitted by law, DML's total liability under or in connection with the supply of goods or services is limited to the purchase price of those goods or services.

7.6 No Consequential Loss

To the maximum extent permitted by law, DML is not liable for any loss of profit, loss of revenue, loss of use, downtime, or any indirect or consequential loss, regardless of how such loss arises.