

Date: 19/07/2026

Warranty Statement

1. Purpose

This statement explains how warranties apply to products and installations supplied by Unwind Data & AI Pty Ltd under the Victorian Energy Upgrades (VEU) program.

2. Manufacturer's product warranty

- Every product we install is listed on the ESC Register of Products and carries a manufacturer's warranty against defects of at least five (5) years from the date of installation, purchase or supply, as required by the VEU program.
- Where the manufacturer is based overseas, the warranty includes an Australian contact for warranty obligations.

3. Installation workmanship

Installations are carried out by licensed and accredited contractors and are warranted to be performed with due care and skill. If a fault arises from our installation work, we will rectify it.

4. Your rights under the Australian Consumer Law

These warranties are in addition to, and do not limit, the consumer guarantees you have under the Australian Consumer Law. Our goods and services come with guarantees that cannot be excluded under that law.

5. What is and isn't covered

- Covered: defects in the installed product, and faults caused by our installation.
- Not covered: damage from misuse, neglect, unauthorised modification or repair, or normal wear and tear.

6. How to make a warranty claim

Contact us on 0481 357 950 or info@unwindai.com.au. We acknowledge every claim within 2 business days and coordinate any repair or replacement with the manufacturer where required.



Unwind AI and Data Pty Ltd

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Approved by:

Thomas Taresch – Director

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