

Aurora Signage Warranty Statement

May 2025

1.0 Warranty Scope

- 1.1 The warranty scope applies to LED display products purchased from Aurora Signage Pty Ltd (Aurora). The warranty terms set out in this document are in addition to any conditions or warranties which may be implied by law, including but not limited to Australian Consumer Law, and which by law cannot be excluded, restricted or modified.
- 1.2 The warranty period is determined by the range of product purchased from Aurora, as detailed by the table below;

Aurora Product Range	Standard Warranty	Extended Warranty
LUX	5-year parts and 1 year on-site	Extendable to 10 years parts and on-site
V-SPEC	4-year parts and 1 year on-site	Extendable to 5 years parts and on-site
GSR	3-year parts only	N/A

- 1.3 The warranty period begins from the date on which the ‘Aurora LED Project Completion and Warranty Agreement’ is signed by the client, unless otherwise agreed upon between the client, distribution partner and Aurora.
 - 1.3.1 An ‘Aurora LED Project Completion and Warranty Agreement’ must be received by Aurora before any warranty issues can be qualified or processed.
 - 1.3.2 Where an ‘Aurora LED Project Completion and Warranty Agreement’ has not been received within 90 days of dispatch, Aurora will communicate with the customer to determine a mutually agreeable warranty period start date, confirmed by a signed ‘Aurora LED Project Completion and Warranty Agreement’.
 - 1.3.3 Where an ‘Aurora LED Project Completion and Warranty Agreement’ has not be received within 1 year of dispatch and a decision cannot be made between the client and Aurora, the warranty for the product will be considered invalid.
- 1.4 Warranty requests are only valid when lodged within the warranty period.
- 1.5 Other equipment warranty periods:

Equipment Type	Warranty Period
Aurora-branded processors	Warranty period length based on LED screen product range purchased as outlined in 1.2
Colorlight Processors	3 years
Novastar Processors	3 years
Other Aurora supplied equipment and processors	1 year

- 1.6 A specified number of spares will be provided to the client at project completion to ensure there are adequate spares on hand. When required, any parts used to resolve issues with a screen should come from project spares, to then be repaired and returned to client spares stock to retain spare stock levels.
- 1.6.1 Where failed parts exceed project spares, Aurora will provide quotes to supply extra parts or other options to resolve the issue as far as practically possible and on a best effort basis.
- 1.6.2 If the client elects to hold project spares, the 'Aurora Spare Parts Agreement' must be signed by the client to outline what parts, how many and the storage location of the spares.
- 1.6.3 Where spare parts are under the care of the client, Aurora is not responsible for the management or follow up of faulty equipment that has been replaced by the client or others.
- 1.7 Where an Aurora screen has been installed by Aurora, Aurora warrants the installation workmanship for the included period of on-site warranty.
- 1.8 Where extra replacement and on hand parts are purchased outside of a project such as power supplies, these are covered by a 1-year warranty as outlined in the table above in Clause 1.5.
- 1.9 These Warranty Conditions may be amended, updated or varied by the Seller from time to time. The Seller will notify the Buyer in writing within seven days of any changes, alterations or additions to warranty service if affecting current projects and these will apply to all future sales transactions between the Seller and the Buyer. For any deployed sites and confirmed sales, the warranty terms applicable at the time of sale apply and any amendments to this warranty statement will not affect the previous warranty terms, unless otherwise communicated in writing by Aurora.

2.0 Warranty Type

- 2.1 Aurora extends two types of warranty services:
- 2.1.1 Return-to-base warranty – The buyer's responsibility to remove and return failed components from an Aurora display to an authorised return location for repair or replacement.

- 2.1.2 On-site warranty – Aurora will schedule an authorised technician to perform appropriate maintenance and rectification on an Aurora display.

3.0 Warranty Request Qualification

- 3.1 For warranty requests to be qualified and actioned, all requests must be lodged through Aurora's ticketing system, which will be provided by Aurora or its distributor. Any issues relating to an Aurora display without service tickets may be treated invalid until a ticket is lodged.
- 3.2 Aurora commits to a maximum of one business day to respond to a ticket once lodged by the client. Response may include a request from Aurora or its distributor for further information and/or a plan or schedule for executing onsite service.
- 3.3 Before parts can be returned to Aurora for repair or a technician can be sent to site, Aurora must approve the process based off information provided by the client.
- 3.4 For a warranty request to be approved, it must pass the following qualification criteria;
- 3.4.1 A ticket is lodged outlining the fault, including photos or video evidence, any fault-finding steps already completed, information regarding purchase of the display and contact details for follow up.
- 3.4.2 The equipment is still within the warranty period applicable to the product, as outlined in Clause 1.
- 3.4.3 With the assistance of the client, Aurora support staff have been able to satisfy basic fault-finding processes and deem the equipment to be faulty or requiring further investigation and testing.
- 3.4.4 Equipment is not found to be in breach of exclusions outlined in Clause 8.
- 3.5 Following an approved warranty process, the client will be informed of next steps.
- 3.6 Where a warranty request is not successful, the client will be notified and if out of warranty works are required, costs for service will be presented.

4.0 Return-to-base Warranty Terms

- 4.1 Following an approved return-to-base request, the client will be provided RA paperwork and must send the equipment with paperwork to one of the authorised return locations outlined below.

Victoria	1/191-195 Greens Rd, Dandenong South, 3175
New South Wales	2/4-6 Junction Street, Auburn, 2144
Queensland	21/140 Wrecker Road, Mansfield, 4122

South Australia	3/60 Grove Avenue, Marleston, 5033
Western Australia	3/62 Guthrie Street, Osborne Park, 6017
New Zealand	4/38 Peters Way, Silverdale, Auckland 0932

- 4.2 Once repaired or replaced, the equipment will be returned to the corresponding warehouse location or client site, as decided at the time of lodging the warranty request.

5.0 On-site Warranty Terms

- 5.1 Aurora agrees to provide on-site services to resolve, to best efforts, issues related to Aurora equipment within the terms outlined in this document.
- 5.2 Following an approved request, on-site warranty is only available under the following conditions unless superseded by an SLA arrangement:
- 5.2.1 Aurora display installation is within 50km of a local CBD
- 5.2.1.1 Local CBD's are defined as Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Sydney and Perth.
- 5.2.2 Access to the screen is available between 8:30am and 5:30pm local time, between Monday to Friday, excluding local public holidays.
- 5.2.3 The client is able to provide access to the display and controller, including the ability for both to be powered on and content showing.
- 5.2.4 Access to site can be made using regular modes of transport and do not require regional access fees or transportation ticketing such as ferry passes.
- 5.3 Where the above conditions are not met, extra charges will be quoted before attending site.
- 5.4 Approved on-site warranty call-outs will be organised for attendance within 3 business days unless:
- 5.4.1 The display is located at a site that requires notice exceeding the proposed time frame or site-specific induction or approval processes to be completed before site attendance.
- 5.4.2 Equipment is required to be sent from an Aurora warehouse to site or technician to resolve site issues.
- 5.4.3 Specialist trades or technical engineers are required.
- 5.4.4 Delays are incurred due to access equipment availability.
- 5.4.5 Factors out of Aurora's control impact the ability for Aurora to attend site.
- 5.5 Where a fault cannot be resolved in an initial call-out, a subsequent call-out will be organised to reattend and will be scheduled for the next availability of the technician.

- 5.5.1 In the event that extra equipment is required for a follow up call-out, the technician will be scheduled once confirmation has been received of equipment delivery.
- 5.5.2 Where a call-out has been cancelled mid-works by the client, costs may be incurred to the client.
- 5.6 Where the installation height of the LED is more than 1.8 metres above the ground or where the LED requires use of scaffolding, boom lift or other equipment to access the display, the client is to supply access equipment.
 - 5.6.1 In the event the client is not able to provide access equipment, Aurora will on charge any hire costs incurred.
- 5.7 For any on-site warranty requests for pixel failure, failed pixels are to exceed acceptable failure density as outlined below.

LUX	1 or more dead pixels per square metre*
V-Spec	2 or more dead pixels per square metre
GSR	5 or more dead pixels per square metre

* May vary depending on the use and function of the display. Any variations will be confirmed prior to sale.

- 5.8 Where faulty parts are removed from a screen by an Aurora technician, these parts will be returned to an authorised return location to follow the parts repair process.

6.0 Repair and Replacement Terms

- 6.1 Upon receipt of faulty equipment, Aurora will repair or replace the equipment based on severity of the fault. This decision is made at the discretion of Aurora.
- 6.2 Aurora may forward equipment from Aurora warehouse locations to specialised repairers, both nationally and internationally. Any equipment damage or loss during this freight process is not the responsibility of Aurora. However, Aurora will implement due-diligence with logistics partners to rectify where possible.
- 6.3 Aurora will by best efforts, ensure equipment is repaired or replaced to full functionality.
 - 6.3.1 Where generic parts such as power supplies or receiver cards are not able to be repaired or are no longer in production, Aurora will replace with a suitable replacement part of a similar value.
 - 6.3.2 Where batched equipment such as modules are not able to be repaired, replacement equipment will be manufactured with best efforts to replicate batch characteristics such as colour or aging.
- 6.4 In the event that equipment issues are found to be caused by external factors such as physical damage or if the equipment is out of warranty, Aurora will

contact the client and inform of any charges before proceeding with out of warranty repairs.

7.0 Extended Warranty Terms

- 7.1 Extended warranty is sold on a per year basis, per screen.
 - 7.1.1 'Per year' duration is determined as 365 calendar days from the agreed start date.
 - 7.1.2 'Per Screen' is determined as one continuous screen, controlled by a single player unless otherwise agreed upon by Aurora.
- 7.2 Where extended warranty is purchased by the client, it is to commence in line with the standard warranty period start date and extend for the duration purchased.
 - 7.2.1 Extended warranty may not be purchased after 1 month from installation unless otherwise agreed upon.
- 7.3 The desired parts and/or onsite period must be confirmed at time of order.
- 7.4 Extended warranty years may not be exchanged or changed following project completion.

8.0 Warranty Exclusions

- 8.1 Aurora will not cover by warranty:
 - 8.1.1 Issues related to installation when installed by others, including poor installation and damage.
 - 8.1.2 Damages or malfunctions caused by improper use, incorrect handling, incorrect operation, and/or incorrect installation or disassembly of an Aurora screen by others.
 - 8.1.3 Faults directly or indirectly caused by others such as electricians or shopfitters.
 - 8.1.4 Damages caused by a third-party, whether accidental or deliberate.
 - 8.1.5 Equipment tampered with or modified by a third party following project completion, including adjustment to display configuration settings, firmware or hardware substitution.
 - 8.1.6 Damage or malfunction caused by "Force Majeure" events.
 - 8.1.7 Damage caused by building services systems, such as fire suppression or power testing.
 - 8.1.8 Damage caused by abnormal power supply, such as power outages or lightning strikes.
 - 8.1.9 Damage or malfunction caused by lack of ongoing care for a product that could be managed by preventative maintenance.
 - 8.1.10 Products used in conditions or environments not meeting product parameters or Aurora project specifications.
 - 8.1.11 Product malfunctions caused by player or content issues.

- 8.1.12 Normal loss of colour and/or brightness under normal environmental conditions and normal wear-and-tear.
- 8.1.13 Unfit-for-purpose equipment caused by incorrect or overlooked details in project scope of works.
- 8.1.14 Minor alignment issues to equipment where Aurora has provided evidence of best efforts to rectify or a reasonable explanation for the misalignment.
- 8.1.15 Lost, stolen, or damaged spare parts that have been signed over to a client following project completion.
- 8.1.16 Failed call out attempts due to miscommunication or mismanagement following an agreed site visit date and time.