

The following terms (**Warranty Terms**) apply to goods (**Goods**) supplied by Cora (**Supply**) pursuant to an Agreement to which these Warranty Terms are annexed.

### Specific Goods Warranties

1. Subject to compliance with all relevant installation specifications for the Goods, Cora warrants its:
  - (a) static bicycle rack and e-charging Goods to be free from defects in material and workmanship for a period of five (5) years after Supply; and
  - (b) bicycle lockers, dynamic bike racks, and bicycle maintenance Goods for a period of two (2) years after Supply.
2. Cora's dynamic bike rack Goods warranty includes, but is not limited to, the following:
  - (a) mechanical failures of dynamic moving parts; and
  - (b) faulty operation of gas assist struts.
3. Cora's bicycle locker Goods warranty includes, but is not limited to, the following:
  - (a) structural failures including, but not limited to, excessive top or wall panel deflection;
  - (b) faulty operation of doors, locks, and access hardware due to poor workmanship; and
  - (c) deterioration of shell materials, metals, finishes, and other materials beyond normal weathering.
4. Cora's bicycle maintenance Goods warranty includes, but is not limited to, the following:
  - (a) mechanical failures of the bicycle tyre pump; and
  - (b) structural failures of the bicycle maintenance stand.
5. Cora will repair or replace, at Cora's option, any Goods or part thereof which it determines to contain defective material and workmanship.

### Exclusions & Limitations

6. Cora's warranties do not extend to fault or failure caused by:
  - (a) collision with the Goods resulting in damage; or
  - (b) fair wear and tear; or
  - (c) negligent or incorrect use of the Goods; or
  - (d) Acts of God, terrorism, accidental damage, maltreatment, negligence, vandalism, or interference with the Goods; or
  - (e) installation other than in accordance with Cora's or the manufacturer's installation instructions.
7. Cora's warranties do not extend to:
  - (a) an alleged defect in relation to Goods in respect of which industry tolerances are met or exceeded in relation to that alleged defect; or
  - (b) reasonable light and dark tolerance variations to colour and shade.
8. Replacement of Goods by Cora does not extend the original warranty period.
9. Cora will not accept returned Goods that:
  - (a) are a special design or for which pieces are cut specifically as ordered by the Customer; and/or
  - (b) are damaged after delivery; and/or
  - (c) are not in their original containers/packing; and/or
  - (d) were initially supplied to the Customer expressly on a no return basis.
10. Whether the Goods are damaged or soiled will be determined by Cora in its sole discretion reasonably exercised.
11. Unless it cannot be excluded by Law:
  - (a) any warranty or guarantee given shall be void if there is a change of ownership, or tenancy, of the land upon which the Goods are installed;
  - (b) other than as specified in clauses 1 to 5 above, Cora does not give, and no person purporting to act with the authority of Cora has given, any condition, warranty, or representation whatsoever in favour of the Customer as to the condition or quality of any Supply;

- (c) Cora's liability to the Customer is limited to the value of the Supply in relation to compensation paid to the Customer; and
- (d) Cora is not be liable for, and the Customer releases and discharges Cora from, any loss or damage whatsoever and whenever caused to the Customer or its agents or employees, in relation to, special, indirect or consequential damages, loss of profit, goodwill, revenue or loss of anticipated saving or loss, whether by way of death of, or injury to, any person of any nature or kind, accident or damage to property, delay, financial loss or otherwise, arising directly or indirectly from or incidental to a breakdown of, or defect in, the Goods and/or the Supply or any accident to or involving the Goods and/or the Supply (whether occasioned by the negligence of Cora or otherwise) or which may otherwise be suffered or sustained as a result of the Goods and/or the Supply or as a result of a breach of the terms of this Agreement by it or as a result of a breach of duty of care or negligence arising at Law.

### Customer's Obligations

- 12. The Customer must reasonably co-operate with Cora's investigations in relation to allegedly defective Goods, including by providing all information reasonably requested by Cora, and allowing Cora access to inspect relevant Goods.
- 13. Defective Goods must be returned to Cora for repair or replacement at the Customer's cost, including, but not limited to:
  - (a) returning the Goods to Cora;
  - (b) returning the repaired or replaced Goods to the Customer; and
  - (c) any other costs associated with the return of the Goods.
- 14. On site repairs will incur travel and labour charges, at Cora's then prevailing costs, rates, and charges.

## General Maintenance

### Care:

- To maintain optimum appearance, it is important that care be taken to ensure the bike rack product is not dirtied or damaged during transportation, site storage or installation.
- For site storage, it is critical to avoid storage in wet or damp areas, and to ensure the products have open ventilation to prevent moisture entrapment that may affect the surface coating.

### Cleaning: *(excluding electrical components)*

- Clean the bike rack product regularly using a soft cloth or sponge with mild soap and water or a non-abrasive cleaner. Avoid harsh chemicals or abrasive materials that could damage the surface or components.
- At a minimum, clean the bike rack product every three to six months. More frequent cleaning is recommended in industrial or marine environments, due to the harsher atmosphere.
- Use a soft-bristle brush for cleaning. Do not use abrasive tools that may scratch or damage the surface.
- After cleaning, rinse the bike rack product with fresh water. Dry all parts thoroughly with a soft cloth to avoid water spots and prevent rust and corrosion, especially on metal components.

### Lubrication:

- Where applicable for moving parts, apply a light lubricant to hinges and bolts to ensure smooth operation.

### Regular Inspection:

- Periodically check the bike rack product for signs of wear and tear including rust, loose bolts, worn-out parts, chips or cracks. Address any issues immediately to prevent further deterioration.

## Maintenance for Specific Finishes

### Galvanised:

- Regularly inspect the galvanised surface for signs of rust or damage to the zinc coating. Pay particular attention to areas near welds, joints, or cuts, where rust is more likely to develop.
- If small areas of rust appear, clean the affected area with a wire brush then apply a cold galvanising compound or zinc-rich paint such as Cold Galv to restore the protective coating.
- In coastal areas and areas where exposure to salt is prevalent, rinse the bike rack more frequently to prevent salt buildup and corrosion.
- There will be brightness variations of the galvanised finish throughout the product's life cycle.

## **Ceramic / Powder Coat:**

- Do not use strong acidic or alkaline cleaners (e.g., bleach, ammonia, or heavy-duty degreasers) as they can damage the Ceramic/Powder Coat finish.
- Small chips or scratches in the Ceramic/ Powder Coat can be treated with touch-up paint designed for Ceramic/Powder Coat surfaces. Clean the area, apply the paint, and let it dry completely.
- For large areas of damage or severe wear, professional recoating may be required to restore the finish.
- Graffiti removal: A 50% isopropyl alcohol solution can remove spray paint and most black permanent markers.

## **Stainless Steel:**

- To maintain a shiny appearance, use a stainless-steel polish or 4% citric acid solution. Apply with a soft cloth and wipe in the direction of the grain. Buff with a clean, dry cloth.
- If rust spots or "tea staining" appear (a brown discoloration due to environmental contaminants), clean them promptly with a non-abrasive cleaner or a stainless-steel passivation product.
- Never use steel wool or steel brushes on stainless steel as iron will impregnate the surface and rust.

## **Maintenance for Specific Products**

### **Electrical Products (ASR-E and SG-E):**

- Always keep the charging rack and its connections dry. In case of exposure to moisture, ensure the rack is completely dry before use.
- Regularly inspect charging ports for dust, corrosion, or physical damage. Clean the ports with a dry, soft brush or compressed air to ensure proper electrical contact.
- Ensure there is no overheating of charging ports or power cables during use. Overheating may indicate an electrical issue that requires immediate attention.
- Ensure a licenced electrician inspects the electrical system of the charging rack regularly to ensure all components are in proper working order and to address any potential issues before they become severe.

### **Double Tier Racks:**

- Maintaining the gas struts on double-tier bike racks is necessary for ensuring smooth operation and extending the lifespan of the racks.
- Wipe down gas struts with a clean cloth to remove any dirt or debris that could affect performance.

- A silicone-based lubricant can be applied to the piston rod of the gas strut to protect it from corrosion and maintain ease of use.
- Regularly check the gas struts for any signs of damage or leaks (oil or fluid on the strut, may indicate a leak).
- Test the gas struts by operating the double tier rack. The movement should be smooth, and the struts should provide consistent support throughout the motion.
- If you notice any issues with the performance of the gas struts, (e.g. not holding the rack up or difficulty in moving), they may need to be replaced. Contact Cora Bike Rack to purchase replacements.

#### **Bicycle Pump:**

- Please refer to Cora Bike Rack's specific Bike Pump Maintenance Instructions (available for download on our website or at [sales@cora.com.au](mailto:sales@cora.com.au) )