

JUNE 2020

RAECO SHELVING – WARRANTY & CARE

WARRANTY

LINEA METAL SHELVING

Raeco® shelving and panels are manufactured to meet the requirements of the Australian Standards for shelving (AS2273-1979) and are covered by a “lifetime” structural warranty for shelving. This covers manufacturing defects on all structural components such as posts, post joiners, shelves, shelf brackets, panels, slats, joints and edging.

EXPRESSIONS TIMBER SHELVING UNITS

All timber frame components are covered for a 10 year period from manufacture.

Raeco® warrants that the goods are free from defect in workmanship and materials for a period determined by the nature of the product, or as specified by the manufacturer.

Failure of items within the warranty period must be reported to Raeco® within seven (7) days of the failure, after which time Raeco® will repair or replace the goods (at its sole discretion) free of charge. All warranties provided by Raeco® are subject to the following conditions:

- Assembly of shelving is in accordance with Raeco® Library Shelving installation instructions and shelving is used for the purpose for which it was intended
- The goods have not had any serial number or identification details removed, defaced or changed, or been tampered with in any other way
- The failure was not due to misuse, inadequate maintenance or modification of the goods
- The failure to operate was not caused by damage which occurred in transit
- Product degradation through normal wear and tear is excluded from warranty

REPLACEMENT PARTS

All Accessories and additional / replacement components are available from Raeco.

If you require additional parts or replacement parts, including shelving or components, please contact the Raeco Customer Service Hotline 1300 727 231.

CARE & MAINTENANCE

For shelving, shelving bay end panels and trolleys:

- Use a soft cloth and warm soapy water to wipe down shelves
- Do not use abrasive cleaners or harsh cloths
- Removal of labels, stickers and adhesives should be completed with a safe, non corrosive remover
- We recommend the use of felt pads or rubber stops on bookends to prevent scratching

END OF PRODUCT LIFE

To recycle the steel shelving at end of life, simply contact your local steel recycler to organise safe removal and recycling.