# **DynaDrill™ 518**

# **Owners** Manual

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## Ramset



## Safety Notes

## **General Power Tool Safety Warnings**

## WARNING Read all safety warnings and all instruc-

tions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

## Save all warnings and instructions for future reference.

The term "power tool" in the warnings refers to your mainsoperated (corded) power tool or battery-operated (cordless) power tool.

## Work area safety

- ► Keep work area clean and well lit. Cluttered or dark areas invite accidents.
- Do not operate power tools in explosive atmospheres, such as in the presence of flammable liquids, gases or dust. Power tools create sparks which may ignite the dust or fumes.
- ► Keep children and bystanders away while operating a power tool. Distractions can cause you to lose control.

## **Electrical safety**

- Power tool plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with earthed (grounded) power tools. Unmodified plugs and matching outlets will reduce risk of electric shock.
- Avoid body contact with earthed or grounded surfaces, such as pipes, radiators, ranges and refrigerators. There is an increased risk of electric shock if your body is earthed or grounded.
- ► Do not expose power tools to rain or wet conditions. Water entering a power tool will increase the risk of electric shock.
- Do not abuse the cord. Never use the cord for carrying, pulling or unplugging the power tool. Keep cord away from heat, oil, sharp edges and moving parts. Damaged or entangled cords increase the risk of electric shock.
- When operating a power tool outdoors, use an extension cord suitable for outdoor use. Use of a cord suitable for outdoor use reduces the risk of electric shock.
- If operating a power tool in a damp location is unavoidable, use a residual current device (RCD) protected supply. Use of an RCD reduces the risk of electric shock.



## Personal safety

- Stay alert, watch what you are doing and use common sense when operating a power tool. Do not use a power tool while you are tired or under the influence of drugs, alcohol or medication. A moment of inattention while operating power tools may result in serious personal injury.
- Use personal protective equipment. Always wear eye protection. Protective equipment such as dust mask, non-skid safety shoes, hard hat, or hearing protection used for appropriate conditions will reduce personal injuries.
- Prevent unintentional starting. Ensure the switch is in the off-position before connecting to power source and/or battery pack, picking up or carrying the tool. Carrying power tools with your finger on the switch or energising power tools that have the switch on invites accidents.
- Remove any adjusting key or wrench before turning the power tool on. A wrench or a key left attached to a rotating part of the power tool may result in personal injury.
- ► Do not overreach. Keep proper footing and balance at all times. This enables better control of the power tool in unexpected situations.
- Dress properly. Do not wear loose clothing or jewellery. Keep your hair, clothing and gloves away from moving parts. Loose clothes, jewellery or long hair can be caught in moving parts.
- If devices are provided for the connection of dust extraction and collection facilities, ensure these are connected and properly used. Use of dust collection can reduce dust-related hazards.

#### Power tool use and care

- Do not force the power tool. Use the correct power tool for your application. The correct power tool will do the job better and safer at the rate for which it was designed.
- ► Do not use the power tool if the switch does not turn it on and off. Any power tool that cannot be controlled with the switch is dangerous and must be repaired.
- Disconnect the plug from the power source and/or the battery pack from the power tool before making any adjustments, changing accessories, or storing power tools. Such preventive safety measures reduce the risk of starting the power tool accidentally.
- Store idle power tools out of the reach of children and do not allow persons unfamiliar with the power tool or these instructions to operate the power tool. Power tools are dangerous in the hands of untrained users.
- Maintain power tools. Check for misalignment or binding of moving parts, breakage of parts and any other condition that may affect the power tool's operation. If damaged, have the power tool repaired before use. Many accidents are caused by poorly maintained power tools.
- ► Keep cutting tools sharp and clean. Properly maintained cutting tools with sharp cutting edges are less likely to bind and are easier to control.

Use the power tool, accessories and tool bits etc. in accordance with these instructions, taking into account the working conditions and the work to be performed. Use of the power tool for operations different from those intended could result in a hazardous situation.

#### Battery tool use and care

- Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- ► Use power tools only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.

#### Service

Have your power tool serviced by the Ramset Service Centre using only identical replacement parts. This will ensure that the safety of the power tool is maintained.

## Hammer Safety Warnings

- Wear ear protectors. Exposure to noise can cause hearing loss.
- ► Use auxiliary handle(s), if supplied with the tool. Loss of control can cause personal injury.
- Hold power tool by insulated gripping surfaces when performing an operation where the cutting accessory may contact hidden wiring. Cutting accessory contacting a "live" wire may make exposed metal parts of the power tool "live" and could give the operator an electric shock.
- Use appropriate detectors to determine if utility lines are hidden in the work area or call the local utility company for assistance. Contact with electric lines can lead to fire and electric shock. Damaging a gas line can lead to explosion. Penetrating a water line causes property damage.
- ► When working with the machine, always hold it firmly with both hands and provide for a secure stance. The power tool is guided more secure with both hands.
- ► Secure the workpiece. A workpiece clamped with clamping devices or in a vice is held more secure than by hand.
- Always wait until the machine has come to a complete stop before placing it down. The tool insert can jam and lead to loss of control over the power tool.
- ► Do not open the battery. Danger of short-circuiting.





- In case of damage and improper use of the battery, vapours may be emitted. Ventilate the area and seek medical help in case of complaints. The vapours can irritate the respiratory system.
- Use the battery only in conjunction with your Ramset power tool. This measure alone protects the battery against dangerous overload.
- The battery can be damaged by pointed objects such as nails or screwdrivers or by force applied externally. An internal short circuit can occur and the battery can burn, smoke, explode or overheat.

## Product Description and Specifications



Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

While reading the operating instructions, unfold the graphics page for the machine and leave it open.

## **Intended Use**

The machine is intended for hammer drilling in concrete, brick and stone, as well as for light chiselling work. It is also suitable for drilling without impact in wood, metal, ceramic and plastic. Machines with electronic control and right/left rotation are also suitable for screwdriving.

The light of this power tool is intended to illuminate the power tool's direct area of working operation and is not suitable for household room illumination.

## **Product Features**

The numbering of the product features refers to the illustration of the machine on the graphics page.

- 1 Quick change keyless chuck\*
- 2 SDS-plus quick change chuck
- 3 SDS-plus tool holder
- 4 Dust protection cap
- 5 Locking sleeve
- 6 Lock ring for rapid-change chuck
- 7 Vibration damper
- 8 Rotational direction switch
- 9 Handle (insulated gripping surface)
- 10 On/Off switch
- 11 Battery pack\*
- 12 Release button for mode selector switch
- **13** Mode selector switch
- 14 Worklight
- 15 Button for depth stop adjustment
- 16 Auxiliary handle (insulated gripping surface)
- 17 Depth stop
- 18 Battery unlocking button
- 19 EPC switch (Electronic Precision Control)
- 20 Button for charge-control indicator

- 21 Battery charge-control indicator
- 22 Mounting for suspension strap
- 23 Drill chuck mounting
- 24 Identification grooves
- 25 Front sleeve of the quick change keyless chuck
- 26 Retaining ring of the quick change keyless chuck

\*Accessories shown or described are not part of the standard delivery scope of the product.

## **Noise/Vibration Information**

Sound emission values determined according to EN 60745-2-6.

Typically the A-weighted noise levels of the product are: Sound pressure level 91 dB(A); sound power level 102 dB(A). Uncertainty K = 3 dB.

## Wear hearing protection!

Vibration total values  $a_h$  (triax vector sum) and uncertainty K determined according to EN 60745-2-6:

Hammer drilling into concrete:  $a_h$ =12.5 m/s<sup>2</sup>, K=1.5 m/s<sup>2</sup> Chiselling:  $a_h$ =9.0 m/s<sup>2</sup>, K=1.5 m/s<sup>2</sup>

Drilling into metal:  $a_h = 2.5 \text{ m/s}^2$ ,  $K = 1.5 \text{ m/s}^2$  Screwdriving without impact:  $a_h = 2.5 \text{ m/s}^2$ ,  $K = 1.5 \text{ m/s}^2$  The vibration level given in this information sheet has been measured in accordance with a standardised test given in EN 60745 and may be used to compare one tool with anoth-er. It may be used for a preliminary assessment of exposure. The declared vibration emission level represents the main ap-plications of the tool. However if the tool is used for different applications, with different accessories or insertion tools or is poorly maintained, the vibration emission may differ. This may significantly increase the exposure level over the total working period.

An estimation of the level of exposure to vibration should also take into account the times when the tool is switched off or when it is running but not actually doing the job. This may significantly reduce the exposure level over the total working period.

Identify additional safety measures to protect the operator from the effects of vibration such as: maintain the tool and the accessories, keep the hands warm, organisation of work patterns.



## Technical Data

Rotary Hammer		DynaDrill™ 518
Item number		DD518
Speed control		•
Stop rotation		•
Right/left rotation		•
Quick change chuck		•
Rated voltage	V=	18
Rated power input	W	425
Impact rate	min <sup>-1</sup>	0-4350
Impact energy per stroke according to EPTA-Procedure 05/2009	J	2.6
Rated speed – Right rotation – Left rotation	min <sup>-1</sup> min <sup>-1</sup>	0-890 0-890
Tool holder		SDS-plus
Spindle collar diameter	mm	50
Drilling diameter, max.:		
- Concrete	mm	26
<ul> <li>Brickwork (with core bit)</li> </ul>	mm	68
- Steel	mm	13
– Wood	mm	30
Weight according to EPTA-Procedure 01:2014	kg	3,3 - 3,8
Length	mm	378
Height	mm	225
Permitted ambient temperature – during charging – during operation <sup>°</sup> and during storage	0° 0°	0+45 -20+50
Recommended batteries		CBBAT18
Recommended chargers		CBCHR18

\* Limited performance at temperatures < 0 °C

Technical data determined with battery from delivery scope.

## Assembly

Before any work on the machine (e.g., maintenance, tool change, etc.) as well as during transport and storage, set the rotational direction switch to the centre position. Unintentional actuation of the On/Off switch can lead to injuries.

## Battery Charging (see figure A)

► Use only the battery chargers listed on the accessories page. Only these battery chargers are matched to the lithium-ion battery of your power tool.

**Note:** The battery supplied is partially charged. To ensure full capacity of the battery, completely charge the battery in the battery charger before using your power tool for the first time.

The lithium-ion battery can be charged at any time without reducing its service life. Interrupting the charging procedure does not damage the battery. The lithium-ion battery is protected against deep discharging by the "Electronic Cell Protection (ECP)". When the battery is empty, the machine is switched off by means of a protective circuit: The inserted tool no longer rotates.

Do not continue to press the On/Off switch after the machine has been automatically switched off. The battery can be damaged.

## **Removing the battery**

The battery **11** is equipped with two locking levels that should prevent the battery from falling out when pushing the battery unlocking button **18** unintentionally. As long as the battery is inserted in the power tool, it is held in position by means of a spring.



To remove the battery 11:

- Push the battery against the base of the power tool (1.) and at the same time press the battery unlocking button 18 (2.).
- Pull the battery off the power tool (3.).

## **Battery Charge-control Indication (see figure B)**

The three green LEDs of the battery charge-control indicator **21** indicate the charge condition of the battery **11**.

The charge condition can be checked only when the battery is removed.

 Press button 20 to display the charge condition. The charge-control indicator will extinguish automatically after approx. 5 seconds.

LED	Capacity
Continuous lighting 3 x green	≥2/3
Continuous lighting 2 x green	≥1/3
Continuous lighting 1 x green	< 1/3
Flashing light 1 x green	Reserve

When no LED lights up after pushing button **20**, then the battery is defective and must be replaced.

During the charging procedure, the three green LEDs light up one after the other and briefly go out. The battery is fully charged when the three green LEDs light up continuously. The three LEDs go out again approx. 5 minutes after the battery has been fully charged.

## **Auxiliary Handle**

 Operate your machine only with the auxiliary handle 16.

## Changing the position of the auxiliary handle (see figure C)

The auxiliary handle **16** can be set to any position for a secure and low-fatigue working posture.

 Turn the bottom part of the auxiliary handle 16 in counterclockwise direction and swivel the auxiliary handle 16 to the desired position. Then retighten the bottom part of the auxiliary handle 16 by turning in clockwise direction.

Pay attention that the clamping band of the auxiliary handle is positioned in the groove on the housing as intended for.

## **Selecting Drill Chucks and Tools**

For hammer drilling and chiselling, SDS-plus tools are required that are inserted in the SDS-plus drill chuck.

For drilling without impact in wood, metal, ceramic and plastic as well as for screwdriving, tools without SDS-plus are used (e.g., drill bits with cylindrical shank). For these tools the keyless chuck is required.

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## **Removing/Inserting the Quick Change Chuck**

The SDS-plus quick change chuck **2** can easily be replaced against the quick change keyless chuck **1** provided.

## Removing the Quick Change Chuck (see figure E)

- Pull the lock ring for the quick change chuck 6 toward the rear, hold it in this position and pull off the SDS-plus quick change chuck 2 or the quick change keyless chuck 1 toward the front.
- After removing, protect the replacement chuck against contamination.

## Inserting the Quick Change Chuck (see figure F)

- Use only model-specific original equipment and pay attention to the number of identification grooves 24. Only quick-change chucks with two or three identification grooves are permitted. When an unsuitable quick-change chuck is used, the application tool could fall out during operation.
- Before inserting, clean the quick change chuck and apply a light coat of grease to the shank end.
- Grasp the SDS-plus quick change chuck 2 or the quick change keyless chuck 1 completely with your hand. Slide the quick change chuck with a turning motion onto the drill chuck mounting 23 until a distinct latching noise is heard.
- The quick change chuck is automatically locked. Check the locking effect by pulling the quick change chuck.

## **Changing the Tool**

The dust protection cap **4** largely prevents the entry of drilling dust into the tool holder during operation. When inserting the tool, take care that the dust protection cap **4** is not damaged.

A damaged dust protection cap should be changed immediately. We recommend having this carried out by an after-sales service.

## Changing the Tool (SDS-plus)

## Inserting SDS-plus Drilling Tools (see figure G)

The SDS-plus drill chuck allows for simple and convenient changing of drilling tools without the use of additional tools.

- Insert the SDS-plus quick change chuck 2.
- Clean and lightly grease the shank end of the tool.
- Insert the tool in a twisting manner into the tool holder until it latches itself.
- Check the latching by pulling the tool.

As a requirement of the system, the SDS-plus drilling tool can move freely. This causes a certain radial run-out at no-load, which has no effect on the accuracy of the drill hole, as the drill bit centres itself upon drilling.

## Removing SDS-plus Drilling Tools (see figure H)

- Push back the locking sleeve **5** and remove the tool.

## Changing the Tool (without SDS-plus) Inserting (see figure I)

**Note:** Do not use tools without SDS-plus for hammer drilling or chiselling! Tools without SDS-plus and their drill chucks are damaged by hammer drilling or chiselling.

- Insert the quick change keyless chuck 1.
- Firmly hold the retaining ring 26 of the quick change chuck. Open the tool holder by turning the front sleeve 25 until the tool can be inserted. Tightly hold the retaining ring 26 and firmly turn the front sleeve 25 in the direction of the arrow until a distinct latching noise can be heard.
- Check the tight seating by pulling the tool.

**Note:** If the tool holder was opened to the stop, then the latching noise possibly may be heard while closing the tool holder and the tool holder will not close.

In this case, turn the front sleeve  ${\bf 25}$  once in the opposite di-

rection of the arrow. Afterwards, the tool holder can be closed (tightened) again.

- Turn the mode selector switch **13** to the "drilling" position.

## Removing (see figure J)

- Firmly hold the retaining ring **26** of the quick change chuck. Open the tool holder by turning the front sleeve **25** in the direction of the arrow until the tool can be removed.

## **Dust Extraction**

Dust from materials such as lead-containing coatings, some wood types, minerals and metal can be harmful to one's health. Touching or breathing-in the dust can cause allergic reactions and/or lead to respiratory infections of the user or bystanders.

Certain dust, such as oak or beech dust, is considered carcinogenic, especially in connection with wood-treatment additives (chromate, wood preservative). Materials containing asbestos may only be worked by specialists.

- As far as possible, use a dust extraction system suitable for the material.
- Provide for good ventilation of the working place.

- It is recommended to wear a P2 filter-class respirator. Observe the relevant regulations in your country for the materials to be worked.

► Prevent dust accumulation at the workplace. Dust can easily ignite.

## Dust Extraction with CBDBOX18 (Accessories) (see figure K)

A CBDBOX18 (accessory) can be used for extracting concrete dust and stone dust.

This dust extraction system is not suitable for dust from wood, metal and plastic or for dust which is harmful to one's health (e.g. asbestos).

## Operation

## **Starting Operation**

## Inserting the battery

- Set the rotational direction switch **8** to the centre position to protect the power tool against accidental starting.
- Slide the charged battery **11** from behind into the foot of the power tool. Press the battery fully into the foot until the battery is securely locked.

## Setting the operating mode

The operating mode of the power tool is selected with the mode selector switch  ${\bf 13}.$ 

**Note:** Change the operating mode only when the machine is switched off! Otherwise, the machine can be damaged.

- To change the operating mode, push the release button **12** and turn the mode selector switch **13** to the requested position until it can be heard to latch.



Position for **hammer drilling** in concrete or stone







Position for **drilling** without impact in wood, metal, ceramic and plastic as well as for screwdriving



Vario-Lock position for adjustment of the chiselling position

The mode selector switch **13** does not latch in this position.



## Position for chiselling

## **Reversing the rotational direction**

The rotational direction switch  ${\bf 8}$  is used to reverse the rotational direction of the machine. However, this is not possible with the On/Off switch  ${\bf 10}$  actuated.

- **Right rotation:** Slide the rotational direction switch **8** all the way to the left.
- **Left rotation:** Slide the rotational direction switch **8** all the way to the right.

Set the direction of rotation for hammer drilling, drilling and chiselling always to right rotation.

## Switching On and Off

To save energy, only switch the power tool on when using it.

- To start the machine, press the On/Off switch 10.

When starting the machine for the first time, a starting delay is possible, as the electronic system of the power tool has to configure itself first.

- To switch off the machine, release the On/Off switch 10.

## Setting the Speed/Impact Rate

The speed/impact rate of the switched on power tool can be variably adjusted, depending on how far the On/Off switch **10** is pressed.

Light pressure on the On/Off switch **10** results in low speed/impact rate. Further pressure on the switch increases the speed/impact rate.

## Electronic Precision Control (EPC) (see figure A)

 $\ensuremath{\mathsf{EPC}}$  assists you when working with impact in sensitive materials by ensuring slow start-up and reduced operating speed.

- Slide the EPC switch 19 to the desired position.



Position for maximum operating speed



Position for slow start-up and reduced operating speed

## **Overload Clutch**

If the tool insert becomes caught or jammed, the drive to the drill spindle is interrupted. Because of the forces that occur, always hold the power tool firmly with both hands and provide for a secure stance.

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If the power tool jams, switch the machine off and loosen the tool insert. When switching the machine on with the drilling tool jammed, high reaction torques can occur.

## Rapid Shut-off (Kickback Control)

The rapid shut-off feature (Kickback Control) provides better control over the power tool to increase user protection compared to power tools that do not have Kickback Control. The power tool will switch off if it suddenly and unforeseeably rotates around the drilling axis.

- To **restart the machine**, release the On/Off switch and then actuate again.

Rapid shut-off is indicated by flashing of the worklight **14** on the power tool.

## **Working Advice**

## Adjusting the Drilling Depth (see figure L)

The required drilling depth **X** can be set with the depth stop **17**.

- Press the button for the depth stop adjustment 15 and insert the depth stop into the auxiliary handle 16. The knurled surface of the depth stop 17 must face downward.
- Insert the SDS-plus drilling tool to the stop into the SDSplus tool holder 3. Otherwise, the movability of the SDSplus drilling tool can lead to incorrect adjustment of the drilling depth.
- Pull out the depth stop until the distance between the tip of the drill bit and the tip of the depth stop corresponds with the desired drilling depth X.

## Changing the Chiselling Position (Vario-Lock)

The chisel can be locked in 44 positions. In this manner, the optimum working position can be set for each application.

- Insert the chisel into the tool holder.
- Turn the mode selector switch **13** to the "Vario-Lock" position (see "Setting the operating mode", page 20).
- Turn the tool holder to the desired chiselling position.
- Turn the mode selector switch **13** to the "chiselling" position. The tool holder is now locked.
- For chiselling, set the rotation direction to right rotation.

## Inserting Screwdriver Bits (see figure M)

Apply the power tool to the screw/nut only when it is switched off. Rotating tool inserts can slip off.

To work with screwdriver bits, a universal bit holder with SDS-plus shank (accessory) is required.

- Clean the shank end of the adapter shank and apply a light coat of grease.
- Insert the universal bit holder with a turning motion into the tool holder until it automatically locks.
- Check the locking effect by pulling the universal bit holder.

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- Insert a screwdriver bit into the universal bit holder. Use only screwdriver bits that match the screw head.
- To remove the universal bit holder, pull the locking sleeve
   5 toward the rear and remove the universal bit holder out of the tool holder.

## **Vibration Damper**



The integrated vibration damper reduces occurring vibrations.

The soft grip handle increases the safety against slipping off and thus provides for a better grip and handling of the power tool.

## **Recommendations for Optimal Handling of the Battery**

Protect the battery against moisture and water.

Store the battery only within a temperature range between  $-20\ ^\circ C$  and 50  $\,^\circ C.$  As an example, do not leave the battery in the car in summer.

Occasionally clean the venting slots of the battery using a soft, clean and dry brush.

A significantly reduced working period after charging indicates that the battery is used and must be replaced.

Observe the notes for disposal.

## **Maintenance and Service**

## **Maintenance and Cleaning**

- ► For safe and proper working, always keep the machine and ventilation slots clean.
- A damaged dust protection cap should be changed immediately. We recommend having this carried out by an after-sales service.
- Clean the tool holder 3 each time after using.

## **After-sales Service and Application Service**

Our after-sales service responds to your questions concerning maintenance and repair of your product as well as spare parts. Exploded views and information on spare parts can also be found under:

## ramsetreid Postal:

#### Australia:

P.O. Box 192, Croydon, Victoria 3136

1 Ramset Drive, Chirnside Park, Victoria 3116

#### Customer Service Center Inside Australia:

Phone: 1300 780 063 Fax: 1300 780 064

## **New Zealand:**

Inside New Zealand: Phone: 0800 RAMSET (726738) Fax: (0800) 428570

## **Outside AU and NZ:**

Phone: +61 3 9726 6222 www.ramset.com.au



## Transport

The contained lithium-ion batteries are subject to the Danger-ous Goods Legislation requirements. The user can transport the batteries by road without further requirements.

When being transported by third parties (e.g.: air transport or forwarding agency), special requirements on packaging and labelling must be observed. For preparation of the item being shipped, consulting an expert for hazardous material is required.

Dispatch batteries only when the housing is undamaged. Tape or mask off open contacts and pack up the battery in such a manner that it cannot move around in the packaging. Please also observe possibly more detailed national regulations.

## Disposal



The machine, rechargeable batteries, accessories and packaging should be sorted for environmentalfriendly recycling.

Do not dispose of power tools and batteries/rechargeable batteries into household waste!



Li-ion: Please observe the in

Please observe the instructions in sec-tion "Transport".

Subject to change without notice.

## Warranty

This Ramset<sup>™</sup> tool is warranted to the original purchaser only to be free from defects in material and workmanship. Subject to certain exceptions Ramset<sup>™</sup> will repair replace any part of the tool which, after examination, is determined by Ramset<sup>™</sup> to be defective in material or workmanship for a period of two (2) years\* after the date of purchase.

Return the tool and a copy of proof of purchase to the Ramset<sup>™</sup> National Service Centre, freight prepaid and insured, as requested for this warranty to be effective. This warranty does not apply to damage that Ramset<sup>™</sup> determines to be from repairs made or attempted by anyone other than Ramset<sup>™</sup> authorized personnel, misuse, alterations, abuse, normal wear and tear, lack of maintenance, or accidents.

\*Statutory rights for goods and purchases as a customer.

## Australia

In addition to other rights and remedies that may be available under law, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## New Zealand

This warranty is supplemental to any other rights and remedies you have under the Consumer Guarantees Act 1993 NZ, unless your purchase is made for commercial purposes, in which case Ramset<sup>™</sup> excludes all consumer guarantees implied in the Consumer Guarantees Act 1993 NZ in respect of your product.

Acceptance of the exclusive repair and replacement remedies described herein is a condition of the contract for the purchase of every Ramset<sup>™</sup> product. If you do not agree to this condition, you should not purchase the product. In no event shall Ramset<sup>™</sup> be liable for any incidental, special, consequential or punitive damages, or for any costs, attorney fees, expenses, losses or delays alleged to be as a consequence of any damage to, failure of, or defect in any product including, but not limited to, any claims for loss of profits.

This warranty is exclusive and in lieu of all other warranties or conditions, written or oral, expressed or implied. Without limiting the generality of the foregoing, Ramset<sup>™</sup> disclaims any implied warranty of merchantability or fitness for a particular use or purpose, and all other warranties.

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## customer service

## Ramset<sup>™</sup> Australia

Customer Service Centre Tel: 1300 780 063 Web ramset.com.au

## Ramset<sup>™</sup> New Zealand

Customer Service Centre Tel: 0800 RAMSET (726738) Web: ramset.co.nz

