

Product and Labour Warranty Important!!!

Please read before making a request for warranty service. Acceptance of warranty by The Installers is conditional upon proof of purchase. Onus of proof of purchase is the customer's responsibility.

A 5 year parts warranty on Alarms Systems & Cameras (excluding wireless products) and a 1 year warranty on all other parts and labour when used in a manner for which they were designed, subject to the following terms and conditions.

- Should any of the equipment covered under this warranty become defective during the warranty period, The Installers will (at its absolute discretion) (a) repair or replace the defective item/s, (b) refund pro rata the cost of the item in subject to the terms and conditions of this warranty.
- Warranty for "labour" applies only to the Perth metro area and within 10 km of Rockingham. Warranty for "labour" does not apply where an Alarm is installed more than 2 meters above roof level.
- Warranty service is carried out between 8:00am and 3:30 pm Monday to Friday, irrespective of time/day the original work was carried out.
- Should the warranty Service be requested outside of these days/hours, a minimum service charge of \$110.00 will apply, (subject to change. Should warranty service be requested and subsequently found not to be covered under the terms of this warranty.
- A service fee for time and travel will apply.
- Such service fee will be at the rate applicable at the time and may change without notice. The warranty commences from the date of original installation/service and not from the date of any subsequent service.
- Warranty applies only when payment in full has been made for the work.
- The warranty applies only to the original purchaser and is not transferable to any other party.
- The warranty will become void if repairs have been attempted or affected by anyone other than The Installers or their authorized agents or others have relocated the equipment from its original position.
- The warranty does not extend to any eventuality that is beyond the control of The Installers.
- The warranty applies only to material supplied by The Installers. Where other faulty or defective materials/equipment is discovered, The Installers will repair/replace them at the customers cost.
- The warranty does not extend to electrical components e.g. phone systems.
- Upon installation, the Alarm is adjusted and tuned to the existing equipment only. Where specialist equipment e.g. "cherry picker", crane, safety equipment etc. Is required to access materials covered by this warranty, the cost of the hire of this equipment together with associated labour costs is not covered by this warranty and will be at the customers expense.
- The warranty is limited to the repair/replacement of equipment supplied by The Installers and does not extend to consequential or economic damage or loss of any description howsoever caused by the failure of equipment or labour supplied by The Installers.
- The Installers enters the property entirely at the risk of the customer/owner/tenant.
- Handling of furniture or any other item whatsoever that may be required in order to carry out the work is done so entirely at the customer/owner/tenants risk. No responsibility whatsoever is accepted by The Installers its servants or agents for damage to any item or any property howsoever caused except for statutory obligations provided under Western Australian legislation.
- All wireless products supplied by The Installers come with a 12 months parts warranty.

IMPORTANT! PLEASE READ THE FOLLOWING BEFORE MAKING A REQUEST FOR WARRANTY SERVICE

Approximately 85% of request for Warranty Service result in a service charge to the customer because the work falls outside of terms of the warranty. So before calling for service, please check the following:

- All leads are correctly connected from the wall outlet to the Alarm Box, you have checked the manual for the faults Tuning of such equipment is the responsibility of the user.