

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 10 year warranty on antennas 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 antenna 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 the equipment has been relocated by others from its original position.
- The warranty does not extend to any eventuality which 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. Amplifiers, Digital set top boxes etc. A 12month manufacturer's warranty applies to such components subject to the other terms and conditions of this warranty. A service fee will apply for removal and installation of such equipment.
- Warranty on **Digital set top boxes** is limited to the manufacturer's warranty only on a "return to supplier" basis. Warranty does not extend to the picking up and return of the box. Where a box is required to be picked up and returned, a service fee will apply for this service.
- The quality of digital reception will vary from one digital TV/Set top box to another. The warranty does not cover variation/fluctuation in digital reception by any digital box where the box was not supplied by The Installers.
- Whilst the equipment we supply and install is compatible with digital transmissions, The Installers accepts no responsibility whatsoever for the performance of this equipment where it was not initially installed and connected to a digital TV receiver or digital set top box. Upon installation, the antenna is adjusted and tuned to the existing receiving 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, television receivers, video recorders 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.

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 TV, Digital Set Top Box, Video Recorder, DVD Player etc.
- The TV, Digital Set Top Box, Video Player are correctly tuned. Tuning of such equipment is the responsibility of the user.
- If an Amplifier (Booster) is being used, ensure the power supply unit (PSU) for the amplifier is plugged in and switched on and has not been relocated from its original position.
- If you multiple TV outlets and one outlet appears to have failed, try another TV on this outlet to ensure it is not the TV at fault.
- **Transmission Electronic Interference & Electrical Interference** is one of the biggest problems affecting TV reception today. This especially impacts on Digital TVs and causes "PIXILATION". This interference can be caused by electrical interference from within the building, associated TV equipment, computer related equipment, faxes, portable telephones, answering machines etc. If you have such reception. But be aware, because this interference can be "transmitted", it may also be your neighbors equipment causing the problem. If you find an offending piece of equipment, refer it to your supplier. Digital technology in the form of a digital set top box or a TV with an inbuilt digital tuner is designed to overcome most types of transmitted interference. This warranty does not apply to this type of interference.