



## WARRANTY POLICY

### OUR POLICY

All Connected Switchgear products are covered by a manufacturer's limited warranty ranging from a 1 year replacement only to a 10 year INHOUSE warranty.

Connected Switchgear warranties are in addition to any statutory warranties you are legally entitled to.

Please refer to the chart below to identify the warranty offered on the series of product you are considering purchasing.

In the case of our INHOUSE warranty, you have the peace of mind knowing that if a fault develops with any of our products within the period of cover, then Connected Group Australia will cover the cost of replacing the product and it's installation by an authorized electrician to a maximum value labour cost up to \$99.00+GST for any manufacturing product. Our InHouse warranty is subject to various conditions outlined in this Policy.

In the case of products that are supplied but not manufactured by Connected Switchgear, then the original manufactures warranty terms and conditions apply.

Series		Warranty Term
Basix Series		1 Year Replacement
Basix S Series		5 Year InHouse*
LUNA Series		
GEO Series		
iTOUCH Series		
IMPACT Series		
IMPACT S Series		
European Series – CEE Form		
Splash Series		
iTOUCH Series		
PLATINUM Series		10 Year InHouse*
FUSION Series	DIN Rail Contactors	1 Year Replacement
	DIN Rail Timers	
	Surge Arrestors	5 Year Replacement
	RCBO Devices	
	RCD Devices	
Miniature Circuit Breakers		5 Year InHouse
All Other Series		1 Year Replacement

\*Limited conditions apply

### WHAT IS NOT WARRANTED

Our Warranty does not cover products that have been altered, tampered with or misused, or products that have been installed in an application for which it was not designed.

## **WHAT TO DO IF A FAULT ARISES**

### **IF A FAULT OCCURS, and the product has NOT been installed,**

1. Return the product to your place of purchase, or
2. Return the faulty product to Connected Switchgear to arrange replacement

### **IF A FAULT OCCURS, and the product HAS been installed,**

3. Contact Connected Switchgear to arrange fault analysis and to organise replacement

## **Replacement Policy**

1. If you did not purchase your product directly from Connected Switchgear, then return your product to your store of purchase.
2. If you have purchased your product from Connected Switchgear, then return your product to:

Connected Switchgear  
6 Saggart Field Road  
MINTO  
NSW 2566

## **InHouse Warranty Policy**

1. In the event that multiple items may need repair or replacement in any one installation, Connected Switchgear reserves the right to assess the claim on a collective basis, not individually.
2. If at any time access to product is not provided or is restricted, then any additional or further callouts as a result arising from the limited access are not covered by this policy. If this occurs then you will still be entitled to a replacement of the product only.
3. In the event that Connected Switchgear has been called to repair or replace a product that is not deemed faulty or has developed a fault that is not the liability of Connected Switchgear, or the result of incorrect installation, then a standard callout fee of \$99.00+GST will apply.
4. In all cases verification of the faulty product must be established before Connected Switchgear will recognize a warranty claim and replace the item.
5. Replacement costs for warranty will not be considered when the faulty product has been repaired or replaced by others prior to the warranty claim being filed with Connected Switchgear.
6. By requesting a callout by Connected Switchgear, the customer acknowledges and is bound by the above terms and conditions.
7. Connected Switchgear reserves the right to refuse any claim for warranty that it deems as not complying with the terms and conditions of its Warranty Policy.