



Technical Solutions Pty Ltd

ACN: 612 234 554

Warranty Certificate

Savvy Technical Solutions Pty Ltd (the manufacturer) guarantees that this product is free from defects in materials and workmanship and will provide a 24 month replacement warranty from original date of purchase.

Please retain your receipt for proof of purchase.

This warranty applies only to the product manufactured by Savvy Technical Solutions Pty Ltd that can be identified by the SavvyLevel trademark name or logo affixed to it. This warranty does not apply to any product other than the original genuine product.

This warranty is only valid if the product is operated in accordance with the manufacturers operating instructions.

The manufacturer does not warrant that the operation of the product will be uninterrupted or error free, however the product has been designed to the highest standards possible. The manufacturer is not responsible for any damage arising from failing to follow instructions relating to the products use.

This warranty is implied only in the jurisdictions where the product is sold through an authorised distributor. Any replacement product will be warranted for the remainder of the original warranty period or 60 days thereafter - whichever is longer, or for any additional period of time that may be ascribed to the procurer.

Benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

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 compensation for any other reasonably 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.

If a product defect arises, within the warranty period, the manufacturer will, at its option, and to the extent permitted by law, provide a replacement product.

Any user generated data stored on a warranty product will be erased. All replacement products will have its stored data set to factory default values.

General Exclusions

This warranty does not cover software embedded in the product. The software and 'use of' is the proprietary of the manufacturer.

Further Exclusions

- i. Normal product wear and tear.
- ii. Any failure that results from incorrect installation, not in accordance with manufacturers proper installation guidelines. This includes but is not limited to incorrect supply voltage or improper product wiring.
- iii. Any failure that results from unauthorized modification, tampering or attempted repair by persons not authorized by the manufacturer or its authorized distributors.
- iv. Any failure that results from an accident, misuse, abuse, lack of reasonable care, exposure to rain, excessive humidity, excessive heat, corrosive or other contaminants, vermin or acts of God.
- v. Any failure resulting from use that is contrary to the manner in which the product was originally designed.
- vi. Any failure where the failure is not a failure of the product to perform within its specifications.
- vii. On-site servicing costs, including without limitation any costs associated with product installation, de-installation and re-installation.
- viii. Any indirect costs such as but not limited to loss of profits or revenue.

- ix. The product is used outside Australia or New Zealand.

Making a Claim

Before making a claim, please refer to the User Manual to make sure that you have followed all installation and operating procedures. Also please check the Troubleshooting Guide.

When making a claim please contact your authorised distributor or the manufacturer first. Proof of purchase may be required before further assistance will be provided.

The manufacturer will bear reasonable costs of making a warranty claim, including return postage provided the warranty claim is approved. If a claim is rejected the manufacturer shall at its discretion refuse to accept those costs.

When sending the product, please ensure:

- That the product is properly packaged so that there is no damage to the product during transit.
- Please also provide a copy of the original proof of purchase if not already provided.
- A brief explanation of the problem.
- Please supply a return postal address
- Please also supply an email address if you want to receive warranty notices.

On receiving a valid warranty claim the supplier will provide a replacement product.

Please send all Warranty claims to

Address: Savvy Technical Solutions Pty Ltd
PO Box 6130
Conder ACT 2906
Australia

Email: support@savvytechnicalsolutions.net

Phone: +61 2 6100 7747
