# **OBTAINING WARRANTY SERVICE:**

To obtain warranty service, take or ship your product to an Authorised service centre, together with a note describing your complaint and your copy of the dated purchase receipt. If you choose to ship product to an Authorised service centre, please refer to Clause 6 for packing details. Amber Technology will bear costs for shipping for products that have been serviced under this Warranty via their approved freight carrier. Should the goods need to be freighted, the goods must be packed in a similar manner to the original packaging to ensure there is no damage during transit and the goods must be delivered by the Customer to the relevant shipping port as notified by Amber Technology. Please contact Amber Technology for shipping details. Amber Technology will not be responsible for costs associated with matters set out in Clause 5(a). All costs referred to in Clause 5(a) are the Customers responsibility.

# WARRANTY AGAINST DEFECTS:

To obtain warranty service against defects, either take your product to an Authorised Service Centre, the original place of purchase, or contact Amber Technology Service Department for further details. Amber Technology will bear costs for shipping for products that have been serviced under this Warranty via their approved freight carrier. Should the goods need to be freighted, the goods must be packed in a similar manner to the original packaging to ensure there is no damage during transit. Please contact Amber Technology for shipping details.

## CUSTOMER SERVICE

In order to better assist you with your purchase, Amber Technology is extending its customer service hours. For any questions or assistance, please call or email us at the following:

Amber Technology Service Phone: 1800 251 367 Email: professional.support@ambertech.com.au

In addition to the above, if you wish to make a warranty claim, you can also:

1. Send the product with the details of your claim to Amber Technology at the address specified on the front page of this warranty.

2. Visit your nearest Brand Authorised Service Centre.

3. Visit Brand website for details.

For information concerning product features and hookups, please include your name and business hours contact number (eastern standard time) along with the model number you are inquiring about, and one of our experienced product specialists will reply to your query at their earliest convenience.

Hours of Operation: Mon - Fri 8.30am - 5.00pm (Eastern Standard Time)



AMBER TECHNOLOGY LTD. Unit 1, 2 Daydream St. Warriewood, NSW 2102 FREE PHONE 1 800 251 367 ABN 86 003231



# **1 YEAR WARRANTY**

The benefits given to the purchaser by this Warranty are in addition to all other rights and remedies which the purchaser has in respect of the product under the Competition and Consumer Act 2010 or other applicable law. Subject to the stated conditions and exceptions, Amber Technology Limited - ABN 86 003 231 187, warrants this product to be free from defects in materials and/or workmanship under normal domestic use for a period of 1 yearfrom the original date of purchase.

Any defects in materials and/or workmanship in the product occurring within the respective time period from the original date of purchase will be rectified free of charge by Amber Technology, or one of its Authorised Service Agents in Australia. This Warranty is not applicable outside Australia.

1. All claims for Warranty Service should be made to Amber Technology, your nearest Authorised Service Agent, or to the Reseller from whom the purchase was made.

2. Reasonable evidence of the date of your original purchase must be provided to qualify for Warranty Service. The original Sales Receipt is your best proof of purchase.

3. This Warranty extends only to defects occurring in materials and/or workmanship under normal domestic use of the product when operated in accordance with the supplied instructions. Products employed in professional or commercial applications are covered by a twelve (12) month Warranty period.

4. Warranty Against Defect:

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 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.

5. The Warranty does not cover:

a) Unreasonable mileage or travelling time, pick-up or delivery, or the cost of insurance.
b) Service costs arising from failure to correctly adjust the controls of the product or to observe the manufacturer's instructions, or inspections that reveal that the product is in normal working order.

c) Product failures caused by misuse, neglect, abnormal wear and tear, accidental breakage, inexpert repairs or modification by unauthorised persons, lightning strikes, external electromagnetic radiation, mains voltage fluctuation, earthquakes, vermin infestation or liquid spillage.

d) Replacement of worn or used batteries, styli, vacuum tubes or other consumables. 3 months warranty applies to these items.

w) Products that have their serial number altered or removed.

h) Accessories attached to or to be used with products, such as antennas, cables etc.

i) Installation and removal of products.

6. It is recommended that any product the subject of this Warranty should be prepared for transportation in accordance with the manufacturer's instructions described in the instruction manual, and packed in its original packaging and/or carton or other suitable packaging which offers the same degree of protection. Damage incurred in transit resulting from inadequate packaging is not covered by this Warranty.

7. As an owner of a high-quality product it is recommended that you read the instruction manual to familiarise yourself with the correct operating and maintenance procedures and ensure that any recommended routine maintenance is performed in accordance with the manufacturer's recommendations.

8. The benefits given to you in this warranty are in addition to other rights and remedies under a law in relation to the products to which this warranty applies.

#### **COLLECTION OBTAINING WARRAUTY SERVICE:**

Clause 5(a). All costs referred to in Clause 5(a) are the Customers responsibility. shipping details. Amber Technology will not be responsible for costs associated with matters set out in to the relevant shipping port as notified by Amber Technology. Please contact Amber Technology for to ensure there is no damage during transit and the goods must be delivered by the Customer goods need to be freighted, the goods must be packed in a similar manner to the original packaging shipping for products that have been serviced under this Warranty via their approved freight carrier. Should the Authorised service centre, please refer to Clause 6 for packing details. Amber Technology will bear costs for describing your complaint and your copy of the dated purchase receipt. If you choose to ship product to an To obtain warranty service, take or ship your product to an Authorised service centre, together with a note

## **WARRANTY AGAINST DEFECTS:**

Amber Technology for shipping details. packed in a similar manner to the original packaging to ensure there is no damage during transit. Please contact approved freight carrier. Should the goods need to be freighted, the goods must be Technology will bear costs for shipping for products that have been serviced under this Warranty via their original place of purchase, or contact Amber Technology Service Department for further details. Amber To obtain warranty service against defects, either take your product to an Authorised Service Centre, the

## CUSTOMER SERVICE

hours. For any questions or assistance, please call or email us at the following: In order to better assist you with your purchase, Amber Technology is extending its customer service

us.moɔ.hɔətredms@troqquz.lsnoizeforq.lism3 Phone: 1800 251 367 Amber Technology Service

.vtnerrew sidt to eged Send the product with the details of your claim to Amber Technology at the address specified on the front In addition to the above, if you wish to make a warranty claim, you can also:

Visit your nearest Brand Authorised Service Centre.

3. Visit Brand website for details.

experienced product specialists will reply to your query at their earliest convenience. contact number (eastern standard time) along with the model number you are inquiring about, and one of our For information concerning product features and hookups, please include your name and business hours

(9miT brabnet2 nr9tea) mq00.2 - m605.8 ir 7 - noM Hours of Operation:

that the product is in normal working order. manufacturer's instructions, or inspections that reveal the controls of the product or to observe the b) Service costs arising from failure to correctly adjust delivery, or the cost of insurance. a) Unreasonable mileage or travelling time, pick-up or 5. The Warranty does not cover:

be of acceptable quality and the failure does not

videnoses of the solution for any other reasonably

Our goods come with guarantees that cannot be

have the Goods repaired or replaced if the Goods fail to foreseeable loss or damage. You are also entitled to

entitled to a replacement or refund for a major failure

excluded under the Australian Consumer Law. You are

amount to a major failure.

4. Warranty Against Defect:

Jadmr

relation to the products to which this warranty applies. ni wel e rebru seibemer bre strigit render a law in 8. The benefits given to you in this warranty are in



FREE PHONE 1 800 251 367

AMBER TECHNOLOGY LTD.

Warriewood, NSW 2102

Unit 1, 2 Daydream St.

## ΥΤΝΑЯЯΑW ЯΑЗΥ Γ

yearfrom the original date of purchase. product to be free from defects in materials and/or workmanship under normal domestic use for a period of 1 Subject to the stated conditions and exceptions, Amber Technology Limited - ABN 86 003 231 187, warrants this purchaser has in respect of the product under the Competition and Consumer Act 2010 or other applicable law. The benefits given to the purchaser by this Warranty are in addition to all other rights and remedies which the

Agents in Australia. This Warranty is not applicable outside Australia. original date of purchase will be rectified free of charge by Amber Technology, or one of its Authorised Service Any defects in materials and/or workmanship in the product occurring within the respective time period from the

removed.

.906111qe.

to these items.

.9b6m Agent, or to the Reseller from whom the purchase was Amber Technology, your nearest Authorised Service 1. All claims for Warranty Service should be made to

bnıcyase. Service. The original Sales Receipt is your best proof of purchase must be provided to qualify for Warranty 2. Reasonable evidence of the date of your original

a twelve (12) month Warranty period. professional or commercial applications are covered by the supplied instructions. Products employed in use of the product when operated in accordance with materials and/or workmanship under normal domestic 3. This Warranty extends only to defects occurring in

packaging is not covered by this Warranty. Damage incurred in transit resulting from inadequate packaging which offers the same degree of protection. original packaging and/or carton or other suitable described in the instruction manual, and packed in its accordance with the manufacturer's instructions this Warranty should be prepared for transportation in 6. It is recommended that any product the subject of

i) Installation and removal of products.

products, such as antennas, cables etc.

Accessories attached to or to be used with

w) Products that have their serial number altered or

tubes or other consumables. 3 months warranty applies

d) Replacement of worn or used batteries, styli, vacuum

modification by unauthorised persons, lightning strikes,

wear and tear, accidental breakage, inexpert repairs or

c) Product failures caused by misuse, neglect, abnormal

APOGEE

fluctuation, earthquakes, vermin infestation or liquid

external electromagnetic radiation, mains voltage

recommended routine maintenance is performed in vna teht enverse and ensure that any familiarise yourself with the correct operating and of leunem noitourteid the instruction manual to 7. As an owner of a high-quality product it is

accordance with the manufacturer's recommendations.