



## Return & Warranty Policy - Australia

This Return and Warranty Policy applies to products and services purchased directly from Carrier Fire & Security Australia Pty Ltd (ACN 086 771 404) and/or Kidde Australia Pty Ltd ("Kidde Australia") (ACN 006 252 428) and/or UHS Systems Pty Ltd (ACN 094 972 684). For the purposes of this document, all entities may be collectively referred to as Carrier Fire & Security (Carrier F&S).

Nothing in this Return & Warranty Policy limits or excludes the application of the *Competition and Consumer Act* 2010 (Cth) including the Australian Consumer Law. If you are a "consumer" as defined in the Australian Consumer Law, the following provisions will apply.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- To cancel your service with us and
- To refund for the unused portion, or to compensation for its reduced value

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

The benefits given to you under this warranty are in addition to other rights and remedies you have under the Australian Consumer Law and other laws applicable to the products and services. This warranty is provided by Carrier F&S.

### Returning fire and security products

If your product is defective you may, at your cost, return it with its packaging, the original proof of purchase and an explanation of the problem to the Carrier F&S Head Office by following the process outlined below.

Before you can return any product, you must obtain a return material authorisation (RMA). This applies to all product returns, including warranty repair/replacements, non-warranty repairs, advance replacements, and credit returns.

To obtain an RMA, please contact Customer Service (details below) and have the product and the following information ready:

- Original PO number
- SKU/part number
- Serial number

Customer Service will provide you with an RMA number and an RMA acknowledgment form that confirms your request.

Once you have the RMA, please repackage the product appropriately for transport (see section entitled "Packaging your shipment" below) and attach the RMA acknowledgement form on the outside of the package. Then you may send the product to the return location provided by Customer Service.

Unless otherwise agreed in writing by Carrier F&S, all products must be returned freight prepaid within 30 days of obtaining an RMA. We reserve the right to cancel the RMA after 30 days. If you fail to return the product within the 30 days, please contact Customer Service to get a new RMA. We reserve the right to reject unauthorised returns or freight collection returns and return these to you at your expense.

If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material. The repair department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

### IMPORTANT INFORMATION REGARDING RETURN OF HIGH PRESSURE CYLINDERS

It is a Carrier F&S safety policy that all High Pressure cylinders are transported in steel stillages. Any cylinders returned under warranty must be shipped in stillages. Freight for stillages sent to and from site need to be fully paid by the customer.

A stillage can be organised through customer service however please note that transport regulations require the person making the booking (including completing the paperwork) to be trained in the handling of dangerous goods.

### Stillages

A bond is payable for each stillage required for a delivery. This bond is charged on the invoice of an order. Bonds are reimbursed when the Stillage is returned within 90 days of the shipment date of the order. Bonds will be forfeited when the Stillage is not returned within the 90 day time frame.

Note: Dealer, distributor, and integrator return and warranty policies may vary. Consult your contract agreement, if applicable, or contact your local sales representative for details.

### Customer service contact

- Phone: 1300 361 479 (within Australia)
- Phone: +61 3 9239 1200
- Fax: +61 3 9239 1298
- E-mail: [cs@firesecurityproducts.zendesk.com](mailto:cs@firesecurityproducts.zendesk.com)

### Mailing address:

Carrier Fire & Security (Head Office)  
10 Ferntree Place  
Notting Hill, Victoria 3168

### Warranty repair/replacements

Subject to the terms of the limited warranty in effect at the time of purchase (as set forth in the Carrier F&S Terms and Conditions of Sale, available at [www.firesecurityproducts.com.au](http://www.firesecurityproducts.com.au) or [www.kidde.com.au](http://www.kidde.com.au)), the business will repair or replace a product that fails to meet the terms provided within the product's applicable warranty period as set forth in Table 1 below. We reserve the right to replace any product under warranty with new, refurbished or remanufactured product.

If we elect to repair the product:

- Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods; and
- If the goods are capable of retaining user-generated data, the repair of the goods may result in the loss of the data; and
- Charges for fault finding will occur where no fault is listed on the RMA request; and
- The warranty remaining on the faulty unit will be applied to replacement unit.

For any Carrier F&S manufactured hardware product, the warranty period starts from the date of manufacture as evidenced by manufacturer's date code. For software products, the warranty period starts from date of purchase. Warranty periods may vary based on product category and type of equipment, as shown in Table 1 entitled "Product warranty periods" below.

We will return the product or ship the replacement product via the same incoming shipping method at no additional charge. If you request a different return shipping method, we will charge you for the full shipping cost.

## **Advance replacement**

Advance replacement products are new, refurbished or remanufactured products at our discretion and carry a full original product warranty. We will send an advance replacement product to replace defective equipment that has failed upon initial installation for up to 60 days. We will ship advance replacements via ground the next business day, in emergencies (as determined in our sole discretion) we may ship replacements by air.

Our repair department will evaluate the returned product to determine whether it is a warranty or non-warranty replacement and bill you accordingly. We will invoice advance replacements at shipment and credit you upon receipt of the defective product. If we determine, however, that the returned product is in good working order or that performance issues were due to improper installation, misuse, abuse, or other user-related causes, we will not issue any credit and you will remain responsible for paying the invoice. We will return such product to you at your expense. If the defective product is part of a kit, you may only return the defective product (i.e., you must not return the remainder of the kit) and we will replace only the defective product through advance replacement.

Note: Advance replacement is not available for cylinders, explosive and bulk agent, custom, special or nonstandard products.

## **Credit returns**

Carrier F&S may, at its discretion, accept requests to return an unused product within 30 days of the shipment date of the product. The item must be in the original packaging and unopened. Such returns will be at your sole expense and credits will incur a restocking fee of 20% of the purchase price.

Individual items of a kit will not be accepted, the whole kit must be returned. Also excluded are made-to-order items.

As all policies herein are subject to change, please check our websites for the latest policy. If you have any questions about this policy please contact Customer Service. All periods of days set forth herein are calendar days unless otherwise stated.

## **Refurbished B-stock products**

Carrier F&S occasionally offers select products for sale as B-stock — these are units that have been used in the field and refurbished. B-stock and advance replacement products—though they may come from the same pool of products—are covered by different warranty conditions and durations.

## **Packaging your shipment**

Protecting the value and integrity of returned products against damage in transit by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping and transit.

## **Product warranty periods**

Table 1 lists warranty durations for most Carrier F&S, sorted by category. Warranty periods start as set forth under the heading "Warranty repair/replacements" above. For items that do not appear in Table 1, contact Customer Service or your sales representative for the applicable policy.

Table 1. Product warranty periods

	Product	Warranty period	Warranty remedy
Access	Proximity readers	Lifetime***	Repair
	Cards (minimum 10 cards for return)	5 years	Replacement once tested and verified by factory
	Lenel Branded Access Control Hardware	3 years	Replacement once tested and verified
	BlueDiamond Readers	3 years	Replacement once tested and verified
	Lenel Branded Cards	3 years	Replacement once tested and verified
	Lenel Software, Modules, Applications	1 year	Online Fixes or Updates
	3rd Party Manufactured Products (computers, Reader/ Locksets, Software, Readers, Cards, enclosures, Power supplies etc.)	Third Party Warranty	
Intrusion	Hardwired contacts, hardwired sensors, passive modules and components	5 years	Replacement once tested and verified
	Wireless sensors	2 years	Replacement once tested and verified
	Security controls, panels, powered modules and components (eg. ZeroWire, Reliance, NetworX IP Communications Modules, touchscreens, cellular modules, etc.)	2 years	Replacement once tested and verified
	Tecom Challenger hardware	5 years	Replacement once tested and verified
	Tecom Software	1 year	Online Fixes or Updates
	UltraSync Secondary Touchscreen	2 years	Replacement once tested and verified
	UHS Cellular Communicators	2 years	Replacement once tested and verified
Video and Transmission	IFS network products and media converters	3 years	Repair
	TruVision fixed cameras	3 years	Repair
	TruVision analogue and IP PTZ cameras	3 years	Repair
	TruVision DVRs and NVRs	3 years	Repair
	TruVision encoders and decoders	3 years	Repair
Other	Third-party product	Third-party warranty	Repair
	B-stock products	1 year	Repair
	UltraConnect™, UltraSync™	None	
	Kidde mechanical KeySafes	1 year	Replacement once tested and verified
Fire Suppression	Pre-engineered - Wet Chemical, Dry Chemical & Sentinel	1 year	Repair or replacement once tested and verified
	Stat-X	1 year	Replacement once tested and verified
	Hardware only - Inert Gas Product Range, CO2, Fixed Foam Systems, FM-200 (HFC227EA) and Novec1230 (FK-5-1-12)	1 year	Repair or replacement once tested and verified
	Pressure Relief Dampers	6 years	Replacement once tested and verified
	EXXFIRE	1 year	Replacement once tested and verified
Fire Detection	Alarmline - Linear Heat	2 years	Replacement once tested and verified
	Detect-a-Fire	1 year	Replacement once tested and verified
	Heat detectors (Edwards)	2 years	Replacement once tested and verified
	Oil Mist Detection	2 years	Replacement with refurbished unit once tested and verified
	Senator ASD	2 years	Replacement with refurbished unit once tested and verified
	Smoke detectors (Edwards)	2 years	Replacement once tested and verified
	Spectrex	2 years	Replacement once tested and verified
	Smoke Alarms (Kidde & Quell brands)	10 years	Replacement once tested and verified
	Modulaser (ASD)	5 years	Replacement with refurbished unit once tested and verified
	SIGMA GAS Suppression and Ancillaries	1 year	Replacement with refurbished unit once tested and verified
	Xtralis VESDA	2 year	Replacement with refurbished unit once tested and verified
	Xtralis OSID	2 year	Replacement with refurbished unit once tested and verified
	Xtralis Li Ion Tamer	1 year	Replacement with refurbished unit once tested and verified
	FGD Flame Detection	5 year	Replacement with refurbished unit once tested and verified
	Unifire	2 year	Replacement with refurbished unit once tested and verified
Fire Alarm Control Panels	EST Control Panels	2 years	Replacement once tested and verified
	EST Notification Appliances (Genesis)	2 years	Replacement once tested and verified
	Kidde Conventional Control Panels	1 year	Replacement once tested and verified

\*\*\* Lifetime refers to the availability of components to manufacture.