

## 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 your product to a Authorised service centre, please refer to Clause 6 for packing details. Amber Technology will bear costs for shipping for Cioks 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 Cioks 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 Cioks 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, Cioks is extending its customer service hours. For any questions or assistance, please call or email us at the following:

### CIOKS 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)

## REGISTER YOUR PRODUCT ONLINE

We hope you'll choose to register all your Amber Technology product purchases with us! Registering your product details is the best way for you to be sure of receiving notification of any new software or feature updates, product options and user tips. It also ensures we can offer the fastest possible response should you ever need us to assist with warranty service or technical support.

Register your product via the following URL:

<http://www.ambertech.com.au/support/register-your-product>



AMBER TECHNOLOGY LTD.  
Unit 1, 2 Daydream St.  
Warriewood, NSW 2102  
FREE PHONE 1 800 251 367  
ABN 86 003231 187



## 5-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 Cioks product to be free from defects in materials and/or workmanship under normal domestic use for a period of 5 years from 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 Cioks Agent, or to the Cioks Dealer 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 (60) 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 or other consumables.
  - e) Products that have their serial number altered or removed.
  - f) Accessories attached to or to be used with Cioks products, such as antennas, cables etc.
  - g) Installation and removal of Radial 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 high quality Cioks equipment 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.

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