



## PRODUCT WARRANTY

This Ness Corporation product warranty offers the customer peace of mind and protection and is in addition to other rights and remedies of the consumer under a law relating to goods of the type covered by this warranty.

Unless otherwise specified, the warranty period for domestic use is:

- For Valet V-TEN central vacuum power units: Ten years
- For all other Valet central vacuum power units and all iCentral power units: Five years
- For Valet and iCentral intercom and security products: Three years
- For Valet and iCentral central vacuum replacement motors: One year
- For Valet and iCentral central vacuum parts including hoses, floor tools, brushes and accessories: One year

This voluntary warranty is for reasonable domestic use only and excludes operation in commercial environments.

To make a warranty claim, the product should be returned to Ness Corporation / iCentral Division; details of which appear below. The product must be returned with the installer's fault report clearly stating the company name and contact details of the purchaser, the date of purchase, product serial number/s (if any), the original invoice number and a detailed fault description.

The product can be returned in person, by mail or by courier at the customer's expense. Ness Corporation will not be liable for the cost of removal, re-installation or transportation.

Products deemed faulty will be repaired or replaced at Ness Corporation's discretion free of charge but no responsibility is accepted for products subjected to misuse nor is responsibility accepted for consequential costs. A specific exception to our product warranty relates to damage caused by lightning strike or power surge to equipment connected directly to phone lines. Repair or replacement charges will apply in respect of such damage.

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.

The full iCentral warranty terms and conditions are published on page 2 of this document.

### ICENTRAL SYSTEMS

A division of Ness Corporation Pty Ltd ABN 28 069 984 372

Returns should be marked attention to iCentral Division, Ness Corporation  
Unit 4 / 167 Prospect Hwy Seven Hills NSW 2147 Australia

iCentral service enquiries to Ph: 02 8825 9222 Fax: 02 9838 8685  
Email: [sales@icentralsystems.com.au](mailto:sales@icentralsystems.com.au)  
[www.icentralsystems.com.au](http://www.icentralsystems.com.au) / [www.valet.com.au](http://www.valet.com.au) / [www.ness.com.au](http://www.ness.com.au)





## iCENTRAL DIVISION - WARRANTY TERMS AND CONDITIONS

### IMPORTANT

Please keep this Warranty card in a safe place. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the product which the consumer has under Australian Consumer Law.

#### 1. This Warranty:

- All Products – 90 day cover, after installation. On site cover for defective workmanship or material will be at no cost for systems installed by an authorised Dealer. No products are covered by the on site warranty outside of the initial 90 day period and must be returned to iCentral for claims.
- Intercom Systems – Three years cover. iCentral will replace or repair any defective component for 36 months from the date of purchase. The purchaser is responsible for return freight costs to the nearest Dealer.
- Security Systems – Three years cover for products manufactured by Ness Corporation. iCentral will replace or repair a defective component for 36 months from the date of purchase. The warranty period for equipment supplied by iCentral but not of Ness manufacture will be 12 months unless stated otherwise. The purchaser is responsible for return freight costs to the nearest authorised Dealer.
- Central Vacuum POWER UNIT ONLY including iCentral and Valet brands – Five years cover (except V-TEN model which is ten years for domestic use). iCentral will replace or repair any defective component during the warranty period. The purchaser is responsible for return freight costs to the nearest authorised Dealer.
- Replacement Vacuum Motors, Vacuum Tools, Hoses, Brushes & Vacuum accessories – One year cover. iCentral will replace or repair any defective component during the warranty period. The purchaser is responsible for return freight costs to the nearest authorised Dealer.
- Bonus Warranty – A further one year warranty is offered at no charge by the purchaser completing and returning the Warranty Card or register online at [www.valet.com.au](http://www.valet.com.au) or [www.icentralsystems.com.au](http://www.icentralsystems.com.au)

#### 2. This Warranty will not apply to, or if:

- The product is damaged by the use of an accessory which is not supplied by iCentral.
- The product is misused, neglected, or altered by any person, or is damaged by incorrect installation.
- The product is opened, disassembled, or serviced by a person other than an iCentral recognised Dealer or repair agent.
- Consumables, including batteries are not covered by this warranty.
- Interference caused by external fields, including appliances, dimmers, radio transmitters, electrical cables, and unstable voltage is excluded from this warranty.

#### 3. Under this Warranty:

- Product defects covered by this Warranty will be repaired, during normal business hours, at the premises of iCentral's recognised Dealer or the recognised repair agent without cost to the owner for parts and repair labour or, at the option of iCentral, the product will be replaced.
- The purchaser is responsible for all transport costs and in-transit insurance costs if the product or part has to be returned for repair to iCentral's recognised Dealer or repair agent. iCentral will not accept responsibility for damage to the product caused by unsuitable or inadequate packing.
- The purchaser is at all times responsible for the repair of defects caused by accidental or intentional damage, improper voltage, fire, misuse, abuse, neglect, alterations by or negligence of the consumer, incorrect or incomplete installation or operation by the consumer, Acts of God, vermin or foreign matter such as dirt and moisture entering the product.

#### 4. For repair of the product under this Warranty:

- The Dealer or repairer should be contacted within thirty (30) days of the fault developing.
- Proof of purchase must be presented to an iCentral recognised dealer or repair agent.

#### 5. Various warranties or conditions may be implied or obligations may be imposed on iCentral by provisions of Australian Consumer Law. If any such provision applies, then to the extent permitted by law and to the extent that this Warranty is given in addition to such warranties or conditions, any liability under this Warranty is expressly limited to:

- In the case of products, the replacement of the product, the payment of the cost of replacing the product, or of acquiring an equivalent product, at the discretion of iCentral; and
- in the case of services, supplying the services again, or the payment of the cost of having the services supplied again, at the discretion of iCentral.

#### 6. This is the only Warranty given by iCentral on this product. No other person or non-statutory organisation is authorised by iCentral to vary the provisions and conditions of this Warranty.

#### 7. This iCentral warranty aims to provide customers with protection in addition to rights under Australian Consumer Law. In any case where the terms of this warranty and Australian Consumer Law differ, we will offer the remedy which provides the greater protection.

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.

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