



# TINNOX

## PRODUCT WARRANTY

1300 846 669 - [www.tinnox.com.au](http://www.tinnox.com.au)

This Warranty Policy governs the warranties provided for the following proprietary display series designed and manufactured by UFL TECHNOLOGY Pty Ltd (“TINNOX”)

PrecisionPro Series

AdaptiView Series

VistaBlaze Series

WinBrite Series

### WARRANTY CERTIFICATE

TINNOX will officially issue a Warranty Certificate that validates and commences the warranty period. The warranty policy only comes into effect upon the formal issuance of this Warranty Certificate.

In instances where a client does not fulfil the balance payment, the warranty policy will not cover any faults arising during this time. The warranty will only apply once full payment is received, triggering the issuance of the Warranty Certificate.

The warranty commencement date will depend on the earliest of the following: the date of purchase, the date of product delivery, or the date of product installation, unless otherwise agreed upon initially.

In circumstances where a client either refuses to accept delivery or causes installation or payment delays, TINNOX retains the right to designate the product purchase date as the commencement of the warranty.

### STANDARD WARRANTY

**TINNOX offers a standard warranty that includes:**

1. A two-year Product Warranty, covering the costs associated with replacement units for any components found to be defective due to manufacturing errors within this period.
2. A one-year On-Site Service Warranty, on the condition that TINNOX carries out the installation. This covers the cost of labour and replacement units during this period. Please note that costs associated with hired equipment are not covered under this warranty.

### EXTENDED WARRANTY

**Customers may opt for an Extended Warranty for an additional cost, which includes:**

1. A two-year Product Warranty at an additional charge of 10% of the total hardware cost.
2. A one-year On-Site Service Warranty at an additional charge of 10% of the total installation cost.

### MAXIMUM WARRANTY COVERAGE

The maximum warranty period offered is a six-year Product Warranty with a three-year On-Site Service Warranty included.

For example, for a hardware cost of \$1,000 and installation cost of \$500, a client wanting the maximum warranty period will need to purchase an additional 4 years of product warranty and 2 years of on-site service warranty. This equates to an extra \$200 for the extended product warranty and \$100 for the extended on-site service warranty, leading to a total cost of \$1,800.

## THIRD-PARTY HARDWARE & SOFTWARE

Third-party hardware, such as devices from DsDevice and Novastar, is covered by a standard one-year product warranty. No extended warranties can be purchased for these products. Some external devices may only be subject to a one-year manufacturer's warranty, requiring the client to directly contact the product manufacturer for any necessary replacements or servicing. The warranty type for all goods involved will be clearly specified in the Warranty Certificate.

All third-party software comes with limited support, meaning TINNOX will supply written guides or video tutorials, if applicable. Initial training or ongoing content management services are available for an additional fee. TINNOX is not liable for any malfunction, shutdown, or glitches associated with third-party software.

## ADDITIONAL PRODUCTS FROM TINNOX

For any other product categories offered by TINNOX, such as personal computers, laptops, audio devices and alike, the warranties provided by the original manufacturers will be extended to the client. Any new components installed during the active warranty period will align with the original product's warranty terms, meaning the warranty for these components will concurrently expire with the original product's warranty period.

## GENERAL TERMS AND CONDITIONS

1. The warranty provided herein is solely applicable to the original purchaser and cannot be transferred to any other party.
2. The warranty expressly does not cover any defects or damages arising from accidents, misuse, abuse, neglect, mishandling, alterations, modifications, or any repairs conducted without TINNOX's express authorisation.
3. Should a product under this warranty be determined to exhibit defects attributable to faulty materials or workmanship, TINNOX, at its sole discretion, reserves the right to either: a) refund the equivalent value of the defective parts, b) repair the defective product or parts, or c) replace the defective product or parts entirely.
4. TINNOX's total financial liability under this warranty is expressly limited to the original purchase price of the product.

## WARRANTY INCLUSIONS

**This warranty policy encapsulates:**

1. Defects pertaining to materials or craftsmanship.
2. Operational malfunctions resulting from standard use.
3. Repairs or replacements of components adjudged as defective.

## WARRANTY EXEMPTIONS

**The following situations are exempt from this warranty:**

1. Damage resulting from accidents, misuse, abuse, or neglect.
2. Unauthorised alterations made to the product.
3. Damage due to natural calamities such as storms, floods, lightning strikes, earthquakes, etc.
4. Damage caused by utilising unsuitable cleaning substances.
5. Usual wear and tear.
6. Loss or theft of the product.
7. Transportation costs linked with repairing or replacing the product.

## WARRANTY CLAIM PROCESS

To initiate a warranty claim, please reach out to our customer service team at [support@tinnox.com.au](mailto:support@tinnox.com.au). Our team is committed to resolving the issues with utmost priority and efficiency.

## PURCHASES FROM THIRD-PARTY VENDORS

This warranty policy strictly applies to purchases made directly from TINNOX. For products purchased from third-party sellers, please liaise directly with them for warranty details.

This warranty policy represents the comprehensive warranty terms for our digital signage products and supersedes any other warranties, be they written, oral, or implied.

## SERVICE LEVEL AGREEMENT (SLA)

At TINNOX, we understand the significance of consistent and prompt service. Our Service Level Agreement (SLA) assures you of our commitment to resolve your service requests within stipulated time frames, ensuring minimal disruption to your operations.

The response times outlined herein are contingent on feasible physical access to the site within the given time frames. Sites with unique access requirements or necessitating specific access equipment may experience extended response times.

Fault Type Response Time	
<b>Critical Faults</b>	Same day if reported before 12pm. Next day if reported after 12pm. *Excludes Sundays and Public Holidays  Turnaround time: 3-5 Business days
<b>Non-Critical Faults</b>	Within 2 business days of fault being reported.  Turnaround time: 7 Business days
Definition	
<b>Critical Faults</b>  Faults resulting in 1 sqm or more of the screen not functioning correctly. <ul style="list-style-type: none"><li>• Power supply failures</li><li>• Signal issues</li><li>• Control equipment issues</li></ul>	<b>Non-Critical Faults</b>  Faults affecting less than 1 sqm of the screen. <ul style="list-style-type: none"><li>• Ribbon Cable faults</li><li>• LED faults</li><li>• Module faults</li></ul> *1 sqm is 1m x 1m section of the screen

This Warranty Policy may be updated or revised without prior notice. The terms and conditions in effect at the time of product purchase shall apply.