

Helpdesk / Technical Support Details

Swann Technical Support

All Countries E-mail: tech@swannsecurity.com

Telephone Helpdesk

USA toll free

1-800-627-2799

(Su, 2pm-10pm US PT)
(M-Th, 6am-10pm US PT)
(F 6am-2pm US PT)

USA Exchange & Repairs

1-800-627-2799 (Option 1)
(M-F, 9am-5pm US PT)

AUSTRALIA toll free

1300 138 324

(M 9am-5pm AUS ET)
(Tu-F 1am-5pm AUS ET)
(Sa 1am-9am AUS ET)

NEW ZEALAND toll free

0800 479 266

UK

0203 027 0979

See <http://www.worldtimeserver.com> for information on time zones and the current time in Melbourne, Australia compared to your local time.

Warranty Information

Swann Communications USA Inc.
12636 Clark Street
Santa Fe Springs CA 90670
USA

Swann Communications
Unit 13, 331 Ingles Street,
Port Melbourne Vic 3207

Swann Communications LTD.
Stag Gates House
63/64 The Avenue
SO171XS United Kingdom

Swann Communications warrants this product against defects in workmanship and material for a period of one (1) year from its original purchase date. You must present your receipt as proof of date of purchase for warranty validation. Any unit which proves defective during the stated period will be repaired without charge for parts or labour or replaced at the sole discretion of Swann. The end user is responsible for all freight charges incurred to send the product to Swann's repair centres. The end user is responsible for all shipping costs incurred when shipping from and to any country other than the country of origin.

The warranty does not cover any incidental, accidental or consequential damages arising from the use of or the inability to use this product. Any costs associated with the fitting or removal of this product by a tradesman or other person or any other costs associated with its use are the responsibility of the end user. This warranty applies to the original purchaser of the product only and is not transferable to any third party. Unauthorized end user or third party modifications to any component or evidence of misuse or abuse of the device will render all warranties void.

By law some countries do not allow limitations on certain exclusions in this warranty. Where applicable by local laws, regulations and legal rights will take precedence.

For Australia: Our goods come with guarantees which cannot be excluded under 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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FCC Verification

This equipment has been tested and found to comply with the limits for Class B digital devices pursuant to parts of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference to residential installations. This equipment generates, uses, and can radiate radio frequency energy and, if not properly installed and used, may cause interference to other equipment. It is advised that you follow the instructions in the user manual to avoid interference.