



Warranty Information

Red Smoke Alarms warranty is only valid when used according to the manufacturer's instructions

Red Smoke Alarms warranty does not extend to damage caused to the product by water damage, flood, earthquake, or any other natural causes.

Red Smoke Alarms does not accept liability and warranty will be voided when intentional damage, accidental damage or misuse has occurred, this can include but not limited to:

- I. Cracked or broken front casing due to excessive force
- II. Broken switch/s due to unnecessary force
- III. Bent PCB pins or 240v hinge pins due to unnecessary force

For all Red Smoke Alarms hardwired products, installation must be completed by a qualified and licensed electrician. The warranty will be voided if the product is installed by a non-licensed contractor.

Inconsistencies arising from incorrect installation are not covered under warranty, these include but are not limited to:

- i. Incorrect cable usage such as 4Core cable or other cable that is not SDI in the interconnection between hardwired Red Smoke Alarm products
- ii. Tampering or modifications to the design, electrical components, or structure of Red Smoke Alarms products

The use of "Smoke in a Can" or synthetic smoke on Red Smoke Alarms is not recommended and use of this product will result in voiding the warranty.

Red Smoke Alarms is not designed to work with any other smoke alarm brand. Warranty will be voided if Red Smoke Alarms products are installed alongside or interconnected with other brands.

Incorrect installations that will affect the performance of Red Smoke Alarms products will void the warranty; this includes but is not limited to:

- I. External / outdoor installations
- II. Areas of high moisture content e.g., bathrooms and laundry
- III. Non-legislative installations

Where a service call is completed and no existing fault is detected in a Red Smoke Alarm product, or where the fault is not covered under these terms & conditions, a call-out testing fee will be issued to the person who initiated the warranty request.

