

# ALPHA SERIES CONNECTED EQUIPMENT WARRANTY

Thor Technologies Pty Ltd, warrants to the original domestic consumer / end user of the THOR ALPHA SERIES that subject to the conditions set out below, for a period of 3 YEARS from date of original purchase, it will repair or replace at its option, domestic equipment which is damaged by a transient AC spike/surge while correctly connected through any of the models listed below to a correctly wired AC grid power line including a protective earth line as per AS/NZ standards.

**This Free Bonus "Connected Equipment Warranty" is in addition to our 6 year product replacement and is subject to the limitations set forth herein. These terms and conditions do not affect any statutory rights or obligations to the consumer under the Trade Practices Act"**

Thor Technologies Pty Ltd will at its option pay to repair or (in the event that the equipment cannot be repaired due to excessive damage) replace damaged connected equipment an amount equal to the fair market value of the equipment at the time of the damage occurring, or the original purchase price of the equipment, which ever is less, up to the maximum aggregate amount per ALPHA SERIES model set out below:

**Model A7 and A4**

ALPHA Series, up to a maximum of

\$100,000

**NB: The fair market value of the equipment shall be defined as the current retail market price of equipment of the same or similar model or specification as determined by Thor Technologies Pty at the time it agrees to settle the claim. (Per claim is defined as the total or combined amount payable in any one event irrespective of the number of pieces of equipment damaged.)**

**This Free Bonus Domestic Connected Equipment Warranty is further subject to the conditions below.**

The equipment must be properly installed in a correctly earthed AC outlet and must not be used with other protection devices or extension cords or daisy chained in any manner whatsoever (as Thor Technologies Pty Ltd have no way of knowing the quality, condition or suitability of these devices. Failure to meet this requirement will void the Warranty)

In order for a claim to be approved the THOR protection device must show physical signs of high voltage spike/surge damage and or must test as having been stressed performing outside of its design specifications.(this warranty covers only AS/NZ grid supplied AC mains damage, not normal wear and tear breakdown). The Warranty will become void if the THOR product has been opened or tampered with in any way.

This Warranty excludes software, software applications, loss of data, or consequential loss of any type whatsoever (such as but not limited to loss of service or information) or loss of any type other than hardware. Damage caused by vermin, Acts of God, floods, water damage, earthquakes, vandalism, wars, acts of terrorism, normal wear and tear, obsolescence, abuse, damage due to low voltage disturbances or unauthorised modifications or alterations to equipment, are also excluded as these are outside the ability of any surge protector to prevent.

This Warranty is secondary to any existing manufacturers warranty or extended warranty, service contract or insurance cover, implied or expressed at the time of the damage occurring and Thor Technologies Pty Ltd reserve the right to be subrogated under any existing policies the claimant may have.

All claims for damaged equipment under this Connected Equipment Warranty must be made within 15 days of the damage occurring and must include the original receipt for the damaged equipment or the Connected Equipment Warranty is void.

Thor Technologies Pty Ltd decision is final and no correspondence will be entered into.

In order to expedite a claim Thor Technologies Pty Ltd reserves the right to interview the claimant in person and view the damaged ALPHA SERIES and damaged equipment in the location (site) where the damage occurred. All freight costs for shipping the product and damaged equipment to and from Thor Technologies or its nominated claims assessor (electrical engineering test lab) or repair facility must be paid for by the claimant. Where possible Thor Technologies (at its sole discretion) will attempt to use a repair facility close to the claimants residence to inspect and determine the cause and extent of the damage and to estimate the cost of repair of the equipment. All damaged equipment must remain available for inspection by Thor Technologies Pty Ltd until the claim is finalised. All equipment replaced under this Connected Equipment Warranty becomes the property of Thor Technologies Pty Ltd, if it is subject to a financial agreement or rental it must be paid out and clear title issued to Thor Technologies Pty Ltd prior to claim being finalised.

**TO MAKE A CLAIM AGAINST THIS CONNECTED EQUIPMENT WARRANTY, PLEASE FOLLOW THESE INSTRUCTIONS**

- Contact us by Registered Post within 15 days of the damage occurring or email **warranty@thortechnologies.com.au**.
- You must provide the following: Your name, address and contact details ie: Day time phone number (this is critical to expedite claim), mobile no., fax no., email address, etc. This information helps us in contacting you while we are processing your claim.
- The Model Number of the ALPHA SERIES, you will find this stamped on the bottom of the product. (ie: A7 and A4)
- A description of the equipment that was plugged into the ALPHA SERIES at the time the damage occurred.
- The equipment that was damaged and a brief description of what happened.
- The date and time of the occurrence.
- The name of the retailer where you purchased the ALPHA SERIES board.
- When you purchased the ALPHA SERIES (original receipt must be included) you should keep a copy for your records.

Our Service Personnel will then be able to contact you on how to either contact our nearest Repair Facility or how to forward your equipment, all original equipment receipts and the ALPHA SERIES which was connected to your equipment to us so we can proceed with your claim.

**Claims:** Po Box 95, Karrinyup, Western Australia, Australia 6921

**Or email:** [warranty@thortechnologies.com.au](mailto:warranty@thortechnologies.com.au)