

# BURY EasyTouch Pro



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## 1. General

### **Dear customer,**

Congratulations on purchasing a BURY hands-free car kit. You have chosen a high quality product that is extremely easy to use.

Please read the operating manual carefully so that you can fully enjoy your BURY hands-free car kit. If you have any further questions concerning installation or operation of your car kit, please contact your dealer. He will be happy to give you reliable advice.

You can also contact our hotline. Our phone and fax numbers are listed in the chapter Service at the end of the operating instructions.

**Have a good trip!**

## 2. Security guidelines

### **Installation - who and where**

The installation of this system can be carried out by yourself but please observe any installation requirements issued by the automotive manufacturer. During the installation, park the car at a place where the road traffic is not impaired.



### **Power supply**

This hands-free car kit is designed for use in vehicles independent of the available power supply, whether 12 or 24 volts. The system's battery can, however, be charged from both power networks via the cigarette lighter plug (car and HGV). The supply voltage is appropriately adjusted.

### **Exclusion of Liability:**

Please comply with the laws and regulations concerning the e-certification and the use and installation of electronic systems in vehicles which are particular to your country. If you do not know these, please inform yourself of them appropriately. In case of doubt, only charge the battery of the hands-free car kit using the car cigarette lighter plug when the vehicle is stationary. Please do not hesitate to call our hotline if you have any questions concerning these matters.

## Position, volume

Install the components of the device in the vehicle so that your field of vision is not impaired and the components are not mounted in the impact zone of the passenger compartment or in the airbag inflation zones.



## Intended use

We shall not be liable for damages or malfunctions due to improper use of the hands-free system. Therefore, do not expose the device to moisture, extreme temperatures or shocks and carefully follow the procedure described in the installation and operating guidelines.



## Use while driving

Operate the system only when the situation allows it and when you do not endanger, harm, constrain, or annoy other road users. The volume of the device has to be set in a way that exterior noise is still audible.

## Faults

Do not commission the device if you detect or assume a defect. In this case, contact a Bury specialised dealer or our hotline. Improper repair efforts can be dangerous for you. Therefore, only skilled personnel may perform inspections.

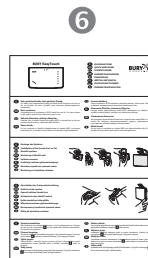
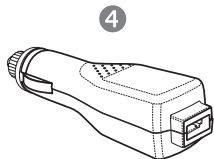
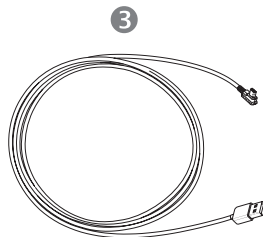
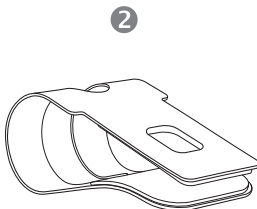
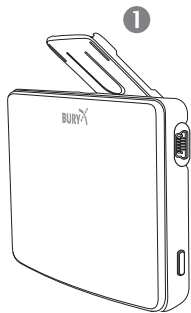
**This device may produce a loud sound**

Maximum voice loudness in the device is not restricted. This may cause some echo. Adjust the volume and decrease the loudness in device if it is necessary. Find the balance between quality and loudness.

**Important:**

- ▶ The driver is ultimately responsible for the safe operation and control of their vehicle at all times. You should never use a hand held phone, including sending or reading text or picture messages, while driving.
- ▶ Research indicates that there is a risk to safety when the driver of a motor vehicle is distracted and using a mobile phone while driving can be a distraction.
- ▶ The manufacturer strongly recommends that you use a hands-free solution for making telephone calls whilst driving.

## 3. Scope of supply



The hands-free car kit (HFCK) is supplied with various components depending on the sales region. However, the operating instructions apply to all variants.

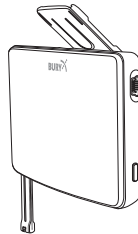
**Description of the components:**

- 1) Hands-free car kit
- 2) Sun visor clip
- 3) Mini USB / USB cable
- 4) 12V/24V Cigarette lighter plug
- 5) Detailed operating instructions are available in the internet
- 6) Printed quick user guide

**Note:**

► If certain components are added or omitted you will receive the corresponding information on a separate enclosure.

The BURY EasyTouch Pro hands-free car kit has touch keys, an integrated battery, an on-off switch on the right side, a mini USB port on the right side, a locking device for the sun visor clip and an integrated, pull-out microphone.



## 4. Instructions on battery

The hands-free car kit (HFCK) has an integrated rechargeable battery which remains activated for approx. **350 hours** when fully loaded. The battery guarantees up to **7 hours** of hands-free talking without the need for recharging. These values may differ depending on the settings and the use of the hands-free car kit.

Please avoid charging the battery inside the vehicle in direct sunlight and the high interior temperatures which can rapidly be reached in parked vehicles. In such cases, please remove the HFCK and place it either in the door glove pocket or the glove box.

### **Please comply with the following temperature levels:**

- Storage between -20 and +60 degrees Celsius
- Charging between 0 and +45 degrees Celsius
- Use between -20 and +60 degrees Celsius

If you do not comply with these temperature levels then the battery can get damaged and then it is possible that the HFCK will fail to work.



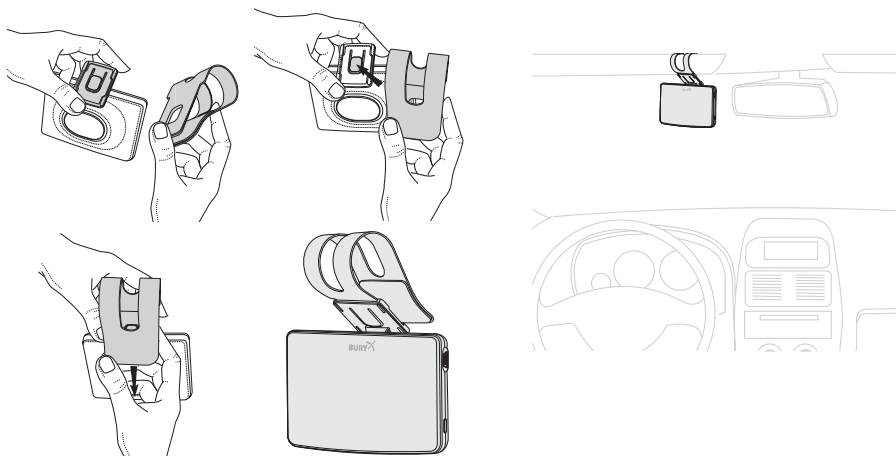
## 5. Positioning and mounting

### Mounting on the sun visor

Depending on how you would like to attach the HFCK to the sun visor in the vehicle, you must slide the sun visor clip onto the locking device on either side. Press the fastener on the locking device to completely slide in the sun visor clip. The clip snaps into place with a click sound, as long as it has been correctly slid into place.

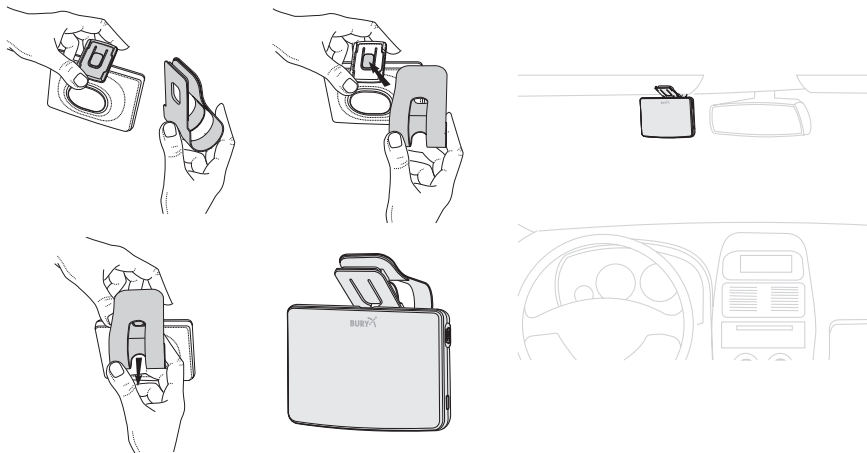
### Variant A:

**Push the sun visor clip upwards and away from you onto the sun visor.**



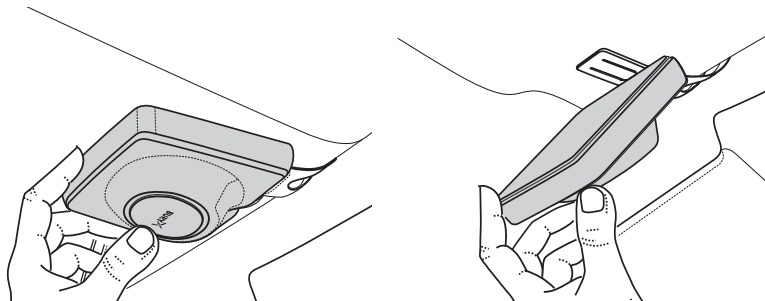
**Variant B:**

Push the sun visor clip downwards and towards you onto the sun visor.

**Pulling out the microphone**

Now pull out the integrated microphone from the hands-free car kit for optimal speech input.

## Opening and shutting the sun visor



**Note:**

- ▶ Flipping down the sun visor does not effect the function of the HFCK.
- ▶ The sun visor can sometimes not be fully opened.

Depending on the type / thickness of the sun visor, you should try both installation types once. Check whether the system can be used comfortably and that it does not restrict your view of the road.

To disconnect the clip from the locking device, press down the fastener and then remove the clip.

### Power supply

Connect the BURY EasyTouch Pro via the USB cable to the cigarette lighter plug and plug this into the corresponding connection inside the car.

### Charging the BURY EasyTouch Pro battery

**Option 1:** Charge the BURY EasyTouch Pro battery via the USB cable and the cigarette lighter plug inside the car.

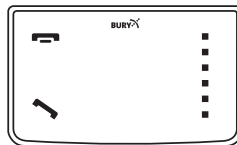
**Option 2:** Charge the BURY EasyTouch Pro battery via the USB cable on your PC / laptop.

## 6. Using the hands-free car kit for the first time

Turn on the device using the on-off button on the right side. Then select the menu language.

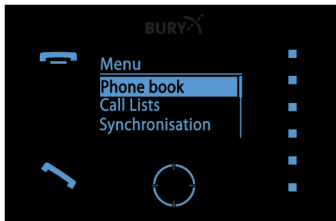
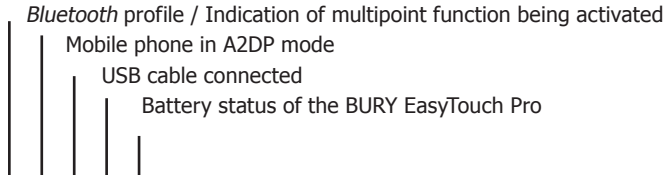
You can change the menu language by going to **Settings** in the **Menu** and selecting the desired language using the vertical buttons in the language menu. When you select the desired **Language** with the call button, the language is loaded.

Then link your mobile phone to BURY EasyTouch Pro. If a telephone has been linked to BURY EasyTouch Pro the device says: **Phone is connected.**



Then you come to the main menu. In the top line, some symbols may appear both before and after a telephone has been connected. These indicate the following:

Mobile network signal strength



Main menu with connected phone

## 7. Establishing a *Bluetooth* connection

first time, you have to activate the *Bluetooth* function of your mobile phone and search for *Bluetooth* devices. In this case, search for a device labelled „BURY EasyTouch Pro“. If several devices were identified, please select the HFCK and enter the PIN number „1234“. The *Bluetooth* connection (pairing) will then be established between your mobile phone and the HFCK. It is possible that you will also have to click on ‚connect‘ or ‚allow data transfer‘ on your mobile phone if you want to be able to make a connection.

If it is not possible to establish a connection, please check and update the software release (firmware) of your mobile phone or of the HFCK. You will find an overview dealing with this subject on the Internet at [www.bury.com](http://www.bury.com).

In addition it is possible that you must delete all devices connected to your mobile phone first in order to enable a correct identification of the HFCK and the establishment of a connection.

### **Note:**

- ▶ If the rechargeable battery of the mobile phone is low, it is sometimes not possible to establish a *Bluetooth* connection.
- ▶ In the internet you can find an overview with a large number of mobile telephones which have been tested with this hands-free car kit. Please note, however, the use of firmware which deviates from the list and is installed on a listed mobile telephone can lead to the fact that certain displays and functions are no longer possible or only possible to a limited extent.

If you wish to cancel a *Bluetooth* connection, you can either disconnect it conveniently at the HFCK or at your mobile phone. In addition, the connection is disconnected, if you move too far away from the vehicle while taking your mobile phone with you and thus leave the reception radius of the HFCK. If you return to your vehicle within 15 minutes, your telephone will be automatically reconnected to BURY EasyTouch Pro.

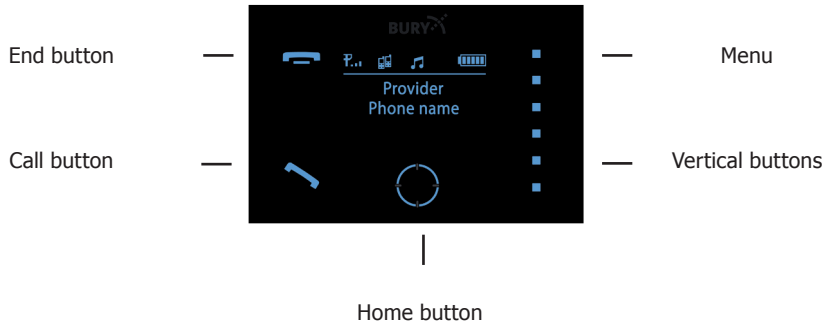
Please note that the capacity of your mobile phone's storage battery can quickly decrease when the *Bluetooth* function is active. If you do not want to use the *Bluetooth* function anymore, e.g. if you leave the vehicle for a longer period, it is recommended to deactivate this function.

The HFCK has a memory for the storage of the identification of up to 8 mobile phones. In case a ninth mobile phone is connected, the oldest entry in the HFCK memory will be cancelled.

If you have changed some settings and the HFCK does not function as you would like since, you can reset the HFCK to factory status.

## 8. Operating with the touch screen

Navigation is done using different buttons. With the end button you can cancel actions or go back one step. When you press and hold the home button you will go directly back to the main menu. Actions are confirmed or executed with the call button. Use the vertical buttons to navigate within the menus.



If you operate the system with the touch screen then it gets dirty over time. As a result the readability of the information on the display and the input functionality is impaired. Please clean the display as required with a damp, lint-free cloth. Please do not use any liquid cleaners.



## 9. Menu navigation

Operating the BURY EasyTouch Pro is done using the touch keys on the device. The function of the keys can differ for each menu item. To open the menu, press the home button. To navigate within the menus use the vertical buttons. The selected menu item will then be highlighted in blue. To select this menu item press the call button. To close this menu press the end button.

**Note:**

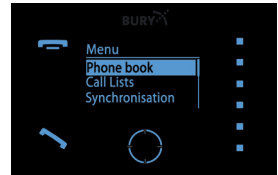
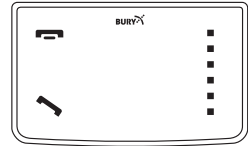
► Please take note of the country-specific legislation regarding making phone calls whilst driving.

### Phone book

With **Loading phone book** in the **Synchronisation** menu, you can input your phonebook into the device and you can delete this with Delete phone book. Use the vertical buttons to navigate within the phone book. To phone a contact, press the call button.

**Note:**

► Depending on the type of mobile phone, after the phone book has been transferred first names and surnames of contacts may be switched.



If your contacts are saved in the phone memory then, depending on the mobile phone type, four or more phone numbers can be allocated to a single contact. The terms for these are not standardised and can have different names depending on the phone manufacturer, or can be specified by you\*:

**„PRIVATE“, „MOBILE“, „WORK“, „GENERAL“.**

\* This function is dependent on the phone.

Some mobiles do not support these categories at all or only support them partially. So that the phone numbers can be displayed anyway, unknown entries within your contracts are listed under the category ‚number‘. However, you will only be able to see a maximum of one number from the SIM card memory (this is always marked with SIM) and four numbers from the phone memory. If categories are only partially supported then the list can be mixed up later. For example:

**Private**

+49...

**Mobile**

+49...

**Number 1**

+49...

**Number 2**

+49...

**SIM**

+49...

## Call lists

All calls which have been made, received and missed are listed here in chronological order. The callers name / the name of the person called and the respective phone number are displayed. If the phone number cannot be allocated to a contact from the phone book then the number appears on its own, with no further information. You can navigate the lists in the same way you navigate the phone book.

## Synchronisation

You can **Load** the **phone book** in this menu. With Upload phone book you can save your phone book on the BURY EasyTouch Pro. To delete the phone book again, simply go to **Delete phone book**.

### Note:

► Lots of mobile phones save contact details consecutively. If you now delete one or more contacts then there will be memory gaps if you do not reorganise the contacts. If, whilst synchronising the contacts, the BURY EasyTouch Pro finds gaps which are too big then the process will be terminated. It is therefore possible that the phone book will not be completely synchronised.

## Settings

In this menu you can configure the HFCK with other submenus. These are **Switch phones**, **Automatic connection**, **Sleep mode**, **Language**, **Multipoint**, **TTS**, **Key sound**, **Brightness**, **Factory settings**, **Version info**.

With the **Switch phones** function, you can change the priorities of both connected telephones. Both mobile phones are disconnected and are then connected again the other way round. This can take a few seconds. Press the home button once to activate the BURY EasyTouch Pro. Press and hold the home button to switch the priority of the phones. Once the phones have been successfully switched you will hear a beep.



### Note:

► This function is only available if the multipoint function has been activated.

Upon activation of the HFCK, the standard phone will be looked for as the first phone if the automatic connection (**Automatic connection**) is activated and in the phone list it will always be listed first. In addition, this is always the first phone when the multipoint function is activated. If the mobile phone also supports music transfer via A2DP then this *Bluetooth* profile can also be linked to or separated from the hands-free mode.

It is therefore possible to play music from a phone and also to accept calls with the HFCK. Music playback will be stopped for incoming calls or if the HFCK is activated.

In order to avoid glare when driving at night, **Sleep mode** can be activated. In sleep mode, the display will turn off after either 15, 30, 60 or 90 seconds. Press the home button to return to active mode. When a call is incoming, the HFCK activates the display automatically.

You can select the **Menu language** upon commissioning, following software updates or after loading the factory settings.

Thanks to the **Multipoint** function, you can connect two mobile telephones simultaneously to the BURY EasyTouch Pro via *Bluetooth*. You can operate this function with the home button. First, activate the system Multipoint Function (**Menu->Settings->Multipoint->On**).

Then connect the first mobile phone with the system and disconnect it again. The next step is connecting and disconnecting the second phone. Now, press the telephone symbol button (call button) and the system automatically connects both coupled phones.

The phone which is connected first gets priority, this means that only its phone books, call lists and voice tags are uploaded and can be retrieved from the HFCK memory. This is the same situation as if only one mobile phone was connected to the HFCK. However, if the secondary mobile receives a call then this call is also taken via the HFCK. You will receive information via the voice output as to which mobile is receiving the call (on the first or second phone).

When the BURY EasyTouch Pro is switched on, the device connects with the mobile phone which was connected last. The prerequisite for this is that it is located in the vehicle, that the *Bluetooth* function is activated and the connection identification to the HFCK is not deleted.



If both mobile phones happen to receive a call at the same time then the primary phone will get priority. The incoming call on the other mobile will be displayed to you after the first call has been answered or rejected. Then the first call can be ended quickly and then the second can also be rejected (both of these steps are taken by pressing the end button) or the first call can be ended and the second call answered (by pressing the call button). It is not possible to put the first caller on hold because both callers did not phone the same number.



Should another phone ring during the call then the incoming call can be rejected by pressing the end button on the phone.



**Note:**

► For some mobile combinations, in multipoint mode, it can be the case that the voice output during an active phone call is no longer emitted via the BURY EasyTouch Pro if you accept an incoming call on the second phone using the phone itself.

► Completely functional call management can only be guaranteed by using the BURY EasyTouch Pro control panels.

**TTS - (Text-to-speech)**

Reading contacts. The extent of this function can vary depending on mobile phone, network provider and software installed.

The **Key sound** can be turned on or off in this menu.

In the **Brightness** menu, the intensity of the light diodes in the display can be changed. Use the vertical buttons for this.

If you have changed settings and the HFCK is not working as desired then you can return the HFCK to factory settings with the **Factory settings** function.

Under **Version info**, you can see information on the software and hardware installed on the HFCK. You can find all up-to-date software updates on our website [www.bury.com](http://www.bury.com). After downloading the software, activate the current BURY Device Firmware Update version. Now, select the desired language and confirm with OK. Select the corresponding device from the list and confirm your selection with the OK button. When the BURY Easy Touch Pro system is switched off, hold the power button pressed down for about 10 seconds until **"Update..."** appears in the display. While pressing the power button, connect the system with the cable and click on "next". If the system is connected successfully and is in **Update** mode, a window with the software files is shown. Then, click on browse, search and select the correct file and click on "next"; the update will start. When the update is completed successfully, a corresponding notification appears in the display; now, click on "finish" and wait for the system to restart. When the system shuts down and then restarts, disconnect the cable.

**Note:**

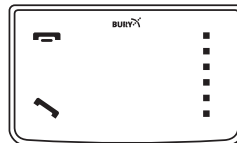
- ▶ Do not switch off the power supply to the HFCK during the update. We recommend that the HFCK be updated by a BURY dealer.
- ▶ Please visit [www.bury.com](http://www.bury.com) to find your nearest dealer.
- ▶ After device has been updated please wait until home button stops blinking and device automatically starts.

## 10. Accepting, making, ending calls

The BURY EasyTouch Pro is operated using the key buttons on the device. The function of the buttons can vary according to the menu item.

**Note:**

► Please comply with the country-specific laws concerning in-car telephone calls.



### Making calls

Press the call button. The device says: Enter voicetag. Give your voicetag loud and clearly.



Your BURY EasyTouch Pro offers you three ways of using voicetags:



### **Option 1: Creating and using voicetags**

To make a phone call you must set voicetags on your mobile phone. You can only set voicetags on your mobile phone for contacts already saved in your address book (not on your SIM card!).

#### **Please note:**

▶ Copy your contacts from your SIM card into your telephone address book. Then only use contacts from your address book.

When you call up a contact from your address book, choose under Options „Add call name“. The menu item depends on the manufacturer and may have another name. In this menu you can set, change or delete the voicetag for a contact. You can find further information in the operating instructions for your mobile phone.

In your address book you can see which contacts you have already saved a voicetag for. A symbol is shown behind the name. This varies depending on your mobile phone but is usually a Pacman.

### **Option 2: Reading out the phonetics**

For some mobile phones, you can open up the mobile phone directory by pressing down the BURY EasyTouch Pro call button. The device says: **Enter voicetag**. The voicetag you enter (contact name) is compared with the contacts saved in the mobile phone directory using phonetic technology and selected if there is a match.

**Option 3: Using your smartphone's voice dialling function**

Most smartphones have a voice dialling function which you can activate using BURY EasyTouch Pro. You can then use your smartphone's voice dialling function via BURY EasyTouch Pro.



Please make sure that you repeat the smartphone's precise voicetag which you can find in the your smartphone's operating instructions. Using the voicetag, in addition to making calls you can also play music via BURY EasyTouch Pro.

**Tip:**

- ▶ You can only stop the music play back via your smartphone.
- ▶ In the event of incoming and outgoing calls, the music play back will be automatically interrupted.
- ▶ Ensure that your mobile only transfers music files to the hands-free car kit via A2DP. Optimum playback quality can only be guaranteed if this is the case.

If you press the call button on the BURY EasyTouch Pro, the device says: **Enter voicetag**. Some smartphones may then release a signal sound after one to three seconds. Only then can you enter the voicetag.



## Outgoing call

Briefly press down on the call button to activate the voicetag function. The device says: **Enter voicetag**. Begin the call with a voicetag. If the number dialled is busy, you can begin to redial. To do so, hold down the call button (for two seconds). The device says:



### Redial.

If you announce a non-saved voicetag then the device says: **Voicetag is not available**. BURY EasyTouch Pro returns to standby mode.

Briefly press down on the end call button to end the voicetag function, the active call or the redialling.



If you make a call and briefly press down on the call button, the private mode is then started. The call is then forwarded to the mobile phone.



## Incoming call

The backlight to the sensor keys is activated. In addition to this, a ring tone sounds which alerts to an incoming call. If the mobile phone transfers its own ring tone to the hands-free car kit (depending on the mobile phone), then this will sound. If the caller has hidden their number, then the device says: **Unknown caller**.

Briefly press down on the end call button to refuse the call. The device returns to standby mode.



Briefly press down on the call button to accept the incoming call.



**Setting the volume**

Press down the vertical buttons to gradually increase (top buttons) or decrease the sound (lower buttons) the sound during an active conversation. A high signal tone sounds when the maximum volume has been reached. A low signal tone sounds when the minimum volume has been reached.

But you can also go over the buttons with your fingers (both directions).



## 11. Other operating options

**Connecting a telephone**

At least one telephone is listed in the BURY EasyTouch Pro telephone list. Automatic connection is on and the last connected telephone is searched for three times, each attempt lasts 5 seconds. If this telephone is not found, the next telephone in the list is searched for (for 5 seconds). After this, the list is searched through entirely three times before the automatic connection is interrupted. The device then returns to standby mode. Eight telephones can be linked. If a ninth telephone is linked, the last telephone in the list is deleted (first in/first out). The last telephone connected is always in first position on the list.

While already linked phones are searched for by BURY EasyTouch Pro, you cannot link and connect any other telephone yourself.

To link and connect another mobile phone, briefly press down the end call button to interrupt the automatic connection.



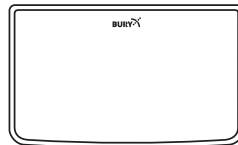
### **Disconnecting a telephone**

Hold down (for three seconds) the end call button to disconnect the telephone. The device says: No telephone is connected.



**Voice messages in standby mode**

The following voice messages are only played back in standby mode but not during a call or during active functions. The volume is the same as during an active telephone call.

**Status:**

Battery status below 10 %:

System charging:

Battery is 100 % charged:

USB cable removed:

**The device says:****Battery very low** (repeated every five minutes)**Charging on****Battery is full****Charging off****Turning off BURY EasyTouch Pro**

The device turns itself off after thirty minutes if no telephone is connected. If you would like to switch the device off beforehand, simply move the on-off button to the right.

## 12. Service

In case of general or technical queries, suggestions and comments, please do not hesitate to contact our team at any time. Suggestions and feedback are always welcomed:

**Administration:**

**BURY GmbH & Co. KG**  
**Robert-Koch-Straße 1-7**  
**D-32584 Löhne**  
**GERMANY**

**Producer:**

**BURY Spółka z o.o.**  
**ul. Wojska Polskiego 4**  
**39-300 Mielec**  
**POLAND**

Hotline: +49(0)180 5 - 842 468\*

Faxline: +49(0)180 5 - 842 329\*

\* 0.14 €/min. Deutsche Telekom AG landline

the costs of international telephone calls which are made from abroad can vary.

E-Mail: [hotline@bury.com](mailto:hotline@bury.com)

**Warranty / Service desk:**

The duration of the warranty for the components of this product totals two years subsequent to the date of sale to the end customer. Any warranty claims you may have as an end customer are to be asserted towards your contractual partner. If the corresponding contractual partner is not able to rectify a corresponding fault, please exercise your rights of purchase. If subsequent to agreement with your contractual partner the product is to be sent directly to the manufacturer, then please send it, along with a detailed description of the fault in the German or English language and a copy of the proof of purchase, directly to our service team:

**BURY GmbH & Co. KG**  
**Im Hause DPD Depot 103**  
**Robinienweg**  
**D-03222 Lübbenau**  
**GERMANY**

Specific explanations regarding the assertion of claims based on defects of the product (warranty / guarantee / service) for certain countries can be found at the end of these instructions.

### **Information on the disposal of electrical goods in the EU**

The crossed out wheellie bin symbol means that electrical and electronic products, batteries and accumulators must be disposed of separately in the European Union. Please do not dispose of any such products in your normal household waste. As the owner of a product of this sort you are legally obliged to dispose of it at your local dumping site or recycling centre, where you are able to leave your waste electrical goods free of charge.


## **13. Appropriate use of this system**


This hands-free car kit is only intended for use with *Bluetooth* mobile telephones in motor vehicles. When using this system, please comply with the regulations and laws specific to the country in which you are driving and the instructions provided in the guidebook for the mobile telephone that you are using.



## 14. Approvals and declaration of conformity

At BURY, purchase, production, as well as distribution and service, follow environmentally friendly processes according to the ISO 14001 Standard and Quality Management Requirements, according to the ISO/TS 16949 Standard. The BURY EasyTouch Pro has

 the CE approval pursuant to the R&TTE 1999/5/EC regulation

 The hands-free device cigarette lighter plug has e1 type approval pursuant to guideline 2009/19/EC „Electromagnetic compatibility in vehicles“

You can request a conformity declaration from the manufacturer of this product by post under the manufacturer's address which is stated above, or by writing to the following email address: [ce\\_conformance@bury.com](mailto:ce_conformance@bury.com)

Please provide your email request in either English or German.

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Subject to change. Errors and omissions excepted.

The *Bluetooth*<sup>®</sup> word brand and the *Bluetooth*<sup>®</sup> logos are owned by Bluetooth SIG, Inc.

All use of these brands by BURY Technologies takes place within the scope of the corresponding licence. All of the other stated brands are owned by their corresponding owner.

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### **EXPRESS WARRANTY AGAINST DEFECTS – AUSTRALIA EFFECTIVE 1st JANUARY, 2012**

This product if imported by Point to Point Technology Pty Ltd is warranted in Australia to be free from any defect in material and workmanship, subject to the following terms and conditions.

Who provides this warranty:	POINT TO POINT TECHNOLOGY PTY LTD 2/2 KEYSBOROUGH CLOSE, KEYSBOROUGH VIC 3173 TOLL FREE: 1300 550 720 EMAIL: service@ptp.net.au
Geographical Region:	PRODUCTS PURCHASED IN AUSTRALIA imported by Point to Point Technology Pty Ltd
Warranty Period:	2 YEARS FROM DATE OF PURCHASE (please retain your receipt as your proof of purchase will be required to valid warranty claim)

### **WARRANTY CLAIM PROCESS**

In the unfortunate event of a failure of your product, please contact Point to Point Technology Pty Ltd (PTP) on our Toll Free number: 1300 550 720. PTP will ask you to provide evidence of your purchase receipt to establish the warranty claim is within the 2 year warranty period. Failure to provide your purchase receipt will result in PTP rejecting your warranty claim. PTP offers an advance replacement of your faulty product. Please note our advance replacement units are a like-for-like product and may be refurbished units that are of the exact same model and version. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Upon validation of your warranty claim, PTP will send your replacement unit freight-paid and include a pre-paid return bag for the return of the faulty product. If you choose do not wish to proceed with the warranty claim, you must return the replacement unit to us using the pre-paid return bag. Failure by the customer to return either unit within 14 days may incur a charge for the cost of the replacement unit.

**Warranty Exclusions**

Failure to provide a proof of purchase will result in your warranty claim being rejected. Product failure due to customer misuse, abuse or abnormal use. Failure by the customer to take reasonable care. Failure due to not using the product in accordance with instructions stated in the manufacturer's user guide. Product failure due to recommended installation procedures not being followed as stated in the manufacturer's user guide.

**YOUR RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW**

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 entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.