

Master Security

Warranty Terms and Conditions

(Effective: 11/05/2025)

These Warranty Terms ("Warranty Terms") are issued by **Master Security Pty Ltd** (ABN 55 646 069 810 ("*Master Security*", "*we*", "*us*", "*our*"). They must be read together with our general Terms & Conditions of Sale, Service & Monitoring ("General Terms"). Where inconsistent, the General Terms prevail except to the extent the Australian Consumer Law (ACL) requires otherwise.

1. Definitions

Term	Meaning
Warranty Period	The time from Practical Completion (or, for equipment-only sales, invoice date) during which the manufacturer warrants that Equipment is free from defects in materials and workmanship.
Equipment	Hardware, devices and components supplied by us.
Consumables	Items with a finite working life that are expected to be replaced during normal operation (e.g. batteries, HDDs/SSDs, surge-protection modules, RFID cards).

2. Warranty Periods by Equipment Provider

The table below sets out the **standard manufacturer Warranty Periods** for the brands we supply most frequently. If a product's datasheet or packaging states a longer period, that longer period applies. If a product is supplied with a written shorter period, the shorter period applies.

Provider / Brand	Typical Product Category	Standard Warranty Period*
Axis Communications	CCTV cameras, NVRs, encoders	5 years

Hikvision	CCTV cameras, NVRs, intercoms	3 years
Dahua Technology	CCTV cameras, NVRs, intercoms	3 years
Bosch Security	Intrusion panels/sensors, CCTV	3 years
Inner Range	Access-control panels & modules	3 years
Paradox	Intruder-alarm panels & peripherals	2 years
Ness Corporation	Alarms, detectors, intercoms	2 years
Ajax Systems	Wireless alarm hubs/peripherals	2 years
Ubiquiti	Network switches, routers, access points	1 year
TP-Link Omada / VIGI	Network switches & cameras	2 years
Western Digital / Seagate (surveillance-grade HDD)	HDDs supplied in recorders	3 years
Merlin / Chamberlain (garage/roller-door interfaces)	Relay modules	2 years
Assa Abloy / HID	Electronic door hardware	3 years
Generic power supplies & PoE injectors	–	1 year

*Warranty periods are manufacturer figures current as at May 2025 and may change without notice. Always refer to the specific product datasheet.

3. What Is Covered

3.1 The manufacturer warrants that, during the Warranty Period, Equipment will be free from defects in materials and workmanship under normal, intended use.

3.2 Master Security's role is to facilitate warranty claims with the manufacturer or its Australian distributor. Our own workmanship is separately warranted for **24 months** per the General Terms.

4. What Is Not Covered

- Damage, failure or performance issues caused by:
 - Improper installation, relocation, alteration or repair by anyone other than Master Security or the manufacturer's authorised service centre.
 - Power surge, lightning strike, brown-out, over-voltage, or inadequate earth.
 - Water or moisture ingress where the device IP rating is exceeded (including incorrect cable-entry glands or missing seals).
 - Physical abuse, impact, mishandling, vandalism, pests, corrosion or foreign material.
 - Dust, paint, solvents or chemical exposure.
 - Use of incompatible third-party firmware, apps, lenses, disks or accessories.
 - Failure to follow the manufacturer's operating instructions (including ambient temperature limits and cleaning schedules).
 - Network outages, bandwidth congestion, ISP routing changes, or cyber-attacks.
 - **Consumables** including but not limited to batteries, HDDs/SSDs after the smart attribute reports exceed manufacturer thresholds, SD cards, fuses, lamps and surge-protection cartridges.
 - Cosmetic defects (scratches, discoloration) that do not affect functionality.
 - Normal wear and tear, gradual pixel-loss in image sensors, or lens-coating degradation over time.
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5. Claim Procedure

1. Email **support@mastersecurity.com.au** with:
 - Invoice / job number and installation address.
 - Serial number(s) and clear description of the fault.
 - Photographs or video demonstrating the issue (where practical).
2. We will issue an RMA (return-material authorisation) number or schedule an on-site assessment.
3. Defective parts must be returned to us or the distributor at your cost unless ACL dictates otherwise. Risk in transit remains with you.
4. The manufacturer's decision to repair, replace or credit is final. Replaced items may be refurbished units of equal or better specification.
5. Where the manufacturer rejects a claim (e.g. for lightning damage) we will provide a written report; our labour and travel in diagnosing such non-warrantable faults are chargeable at current rates.

6. Turnaround & Loan Equipment

6.1 Standard turnaround is **10–20 business days** depending on distributor stock and freight.

6.2 Loan equipment (if available) can be provided at extra cost and remains our property. All loan units must be returned within 7 days of the repaired equipment being re-installed or credited.

7. Costs & Responsibilities

Item	Cost During Warranty Period
Manufacturer repair or replacement	Free (subject to exclusions)
Labour to remove/re-install equipment installed by us within first 12 months	Free
Labour to remove/re-install after 12 months	Chargeable at current rates
Travel to Site outside Sydney Metro or After-Hours	Chargeable
Express freight to/from distributor (optional)	Chargeable

8. Australian Consumer Law Notice

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 compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Where a statutory guarantee applies, and is inconsistent with any limitation in these Warranty Terms, that statutory guarantee prevails to the extent of the inconsistency.

9. Limitation of Liability

Except as required under ACL, Master Security's liability for Equipment defects is limited, at our option, to:

- arranging repair or replacement of the Equipment, or
- reimbursing the reasonable cost of repair or replacement.

We are not liable for loss of profit, data, footage, or any indirect or consequential damages.

10. Extended & Premium Warranty Plans

Need longer coverage or next-business-day swap-outs? Ask about our **Premium Support** and **Extended Warranty** bundles covering:

- 5-year labour + priority on-site support
 - Annual preventive maintenance visits
 - Remote health monitoring of recorders and network equipment
 - Advance replacement of mission-critical units
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11. General

11.1 These Warranty Terms are governed by the laws of New South Wales, Australia.

11.2 Any dispute is to be resolved in accordance with the Dispute Resolution clause of the General Terms.

11.3 If a provision of these Warranty Terms is held invalid, the remainder remains in full force.

(End of Warranty Terms – v 1.0)
