



WARRANTY STATEMENT

Red warrants to the original purchaser that each new smoke alarm will be free from defects in materials and workmanship under normal use for a period of 10 years from the date of purchase. To the extent permitted by law, Red agrees to repair and/or replace (at our discretion) any defective product on presentation of the proof of purchase.

To make a claim

If a defect in the product appears within the time frame stated, you are entitled to submit a warranty claim. This can be done by email or telephone call. Red will immediately instruct a Service Agent to contact you to make arrangements to attend the property where the smoke alarm is installed to repair and or replace the alarm.

Exclusions

Subject to non-excludable laws, this warranty does not cover:

- normal wear and tear to the product or parts
- batteries or other consumables included with this product
- damage to the product caused by accidents, misuse, abuse, lack of reasonable care, tampering or repair by a person not authorised by Red
- any product that has not been installed, operated or maintained in accordance with the manual or operating instructions provided with the product
- any damage caused by improper power input or improper cable connection
- any indirect or special loss or damage of any kind

If your warranty claim is approved

Once your warranty claim is approved, you will be asked to return the product to Red. Please follow the instructions given at the time of approval which will advise you of the best method and details required. Any postage and packaging expenses required to return the product to Red will be at the cost of Red.