

## Jackson Connected System Warranty

Jackson Industries Pty Ltd (A.B.N 81 003 438 104) (Jackson Industries) designs, manufactures and distributes high quality electronic products, including a range of surge protectors.

In addition to the Jackson Product Lifetime Replacement Warranty that may apply to its surge protected powerboards, Jackson Industries is proud to offer a limited Connected System Warranty with some products. The Jackson Connected System Warranty provides cover for certain equipment damaged as a result of an electrical power surge whilst that equipment is properly connected to a Jackson Industries Surge Protected Powerboard. You may also visit our website at [www.ji.com.au](http://www.ji.com.au) for information concerning the Jackson Connected System Warranty.

### The benefits given by this Connected System Warranty are in addition to:

- (a) where applicable, any Jackson Product Lifetime Replacement Warranty with respect to the Jackson Industries surge protected powerboard, for which the terms of that warranty continue to apply. Please visit our website at [www.ji.com.au](http://www.ji.com.au) for more information concerning our Jackson Product Lifetime Replacement Warranty, and
- (b) any rights and remedies you may have under applicable law.

If you are a "consumer" within the meaning of the Australian Consumer Law, the following notice applies with respect to the relevant Jackson Industries' products:

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

### Equipment this Connected System Warranty covers

This Connected System Warranty applies to Connected Equipment (as defined below) directly and properly connected to the Jackson Surge Protected Powerboard, being the Jackson surge protected powerboard with which this warranty accompanies.

**Connected Equipment** means domestic and household electrical equipment directly and properly connected to the Jackson Surge Protected Powerboard, except the following equipment (for which no coverage is offered under this Connected System Warranty):

- equipment for use in an aquarium or that may be in contact with or exposed to moisture or water,
- equipment for use in an outdoor environment (unless the packaging of the powerboard specifically states that the powerboard is suited for use in an outdoor environment),
- an uninterruptible power source (UPS),
- heating or cooling equipment such as blow heaters, radiant heaters, portable cooling equipment, and
- generators, household hydro-electric or desalination schemes.

### When does this Connected System Warranty apply

This Connected System Warranty is offered to the original purchaser of the Jackson Surge Protected Powerboard in Australia only, and is valid for two years from the date of purchase of the Jackson Surge Protected Powerboard (as determined from a valid receipt showing the date of purchase).

**All claims under this Connected System Warranty must be made within 14 days of the power surge event occurring.**

**This Connected System Warranty does not apply if the Jackson Surge Protected Powerboard is being used other than for office, domestic and household purposes.**

Subject to the other conditions set out in this document, the original purchaser of the Jackson Surge Protected Powerboard may make a claim under this Connected System Warranty for Connected Equipment where all of the following apply:

- the Connected Equipment is damaged as a direct result of a power surge passing through the Jackson Surge Protected Powerboard,
- the Connected Equipment is properly installed and connected in accordance with its instructions and properly connected to the Jackson Surge Protected Powerboard in accordance with the instructions accompanying the powerboard (if any),
- the Jackson Surge Protected Powerboard is properly and directly connected to a mains power source via an AC line,
- where the Connected Equipment has a telephone line socket, coaxial connector socket or cable TV connector socket, those sockets are also properly connected to the Jackson Surge Protection Powerboard (or another Jackson surge protection product designed for such sockets to which this Connected System Warranty applies),
- the Jackson Surge Protected Powerboard is being used in accordance with instructions provided and in an indoor environment (unless specifically stated in the packaging of the Jackson Surge Protected Powerboard that it is suitable for outdoor use),
- the Connected Equipment is being used in accordance with the instructions provided and in an indoor environment (unless specifically designed and suitable for outdoor use, in which case the Connected Equipment must be properly connected to a Jackson Surge Protected Powerboard which is specified as also being suitable for outdoor use),
- the Jackson Surge Protected Powerboard and the Connected Equipment are being used solely for office, household or domestic purposes,
- the packaging of the Jackson Surge Protected Powerboard at the time of purchase indicates that the Connected System Warranty applies, and
- the Jackson Surge Protected Powerboard and all Connected Equipment were purchased and operated in Australia.

### This Connected System Warranty will not apply if:

- any of the conditions listed above are not satisfied,
- the Jackson Surge Protected Powerboard has been operated above the maximum rated load,
- the Jackson Surge Protected Powerboard or the Connected Equipment has in any way been tampered with, or is otherwise abused, altered, modified or repaired (other than by a repairer authorised by Jackson Industries or, in the case of the Connected Equipment, the manufacturer of the Connected Equipment),
- the Jackson Surge Protected Powerboard or the Connected Equipment is connected in a "daisy chain" or serial fashion with another powerboard or other equipment,

- the Jackson Surge Protected Powerboard or the Connected Equipment is being used in any way for purposes other than domestic or household purposes,
- the power surge occurred through telephone lines or coaxial or cable TV cables connected to the Connected Equipment which lines or cables were not connected to the Jackson Surge Protected Powerboard (or another Jackson surge protection product designed for such sockets to which this Connected System Warranty applies),
- the damaged equipment is not Connected Equipment as defined above, or
- the power surge was caused by a force majeure event, including earthquake, direct lightning strikes, acts of war, vandalism, normal wear and tear, obsolescence, unauthorised alteration of connected equipment, theft or damage caused by low voltage disturbances such as brown outs.

### What this Connected System Warranty covers

Upon receipt of a valid claim from the original purchaser under this Connected System Warranty, Jackson Industries will, at its option, replace or repair the Connected Equipment, or pay to the customer an amount equal to the fair market value of the Connected Equipment as reasonably determined by Jackson Industries, up to a total maximum value for any particular customer (for all claims by that customer under any Connected System Warranty offered by Jackson Industries, whenever occurring) of the amount listed below for the relevant model of Jackson Surge Protected Powerboard.

Jackson Surge Protected Powerboard Model Number	Maximum value (AUD)
PT0111, PT0333, PT0555, PT0777, PT0872, PT0874, PT0876, PT0888, PT0984, PT0989, PT9777, PT9778, PT0811, PT8888	\$10,000
PT6012, PT8012, PT8013USB	\$20,000

Where Connected Equipment is connected to more than one Jackson surge protection product for which a Connected System Warranty applies, a claim may only be made under one Connected System Warranty being that which has the lower total maximum value specified in the table above, and only up to that lower maximum value.

This Connected System Warranty does not cover damage or defects in the Connected Equipment which were pre-existing, or which arise from normal wear and tear.

To the extent permitted by law, this warranty does not cover any special, consequential or indirect loss, damage, harm or injury suffered (including as a consequence of loss of data or any inability to use the equipment) as a result of any power surge event or otherwise arising from the use of the Jackson Surge Protected Powerboard, other than as expressly stated in this document.

Jackson Industries reserves all rights to select the repairer and negotiate the cost of repairs to Connected Equipment. Connected Equipment presented for repair may be replaced by refurbished items of the same type rather than being repaired. Refurbished parts may be used to repair the Connected Equipment.

If the Connected Equipment is capable of retaining user generated data, the repair (or replacement) of the equipment may result in the loss of the data. User generated data include files on a computer hard drive, telephone numbers stored on a mobile telephone, songs stored on a media player or games saved on a games console. Please ensure any such data is backed up before sending the equipment for repair, as Jackson Industries will not be responsible for the loss of any data that may be left on the equipment.

### What you must do to make a claim under this Connected System Warranty

Subject to any applicable law which may not be excluded, a claim under this Connected System Warranty will only be valid if the original purchaser:

- makes a claim online at [www.ji.com.au](http://www.ji.com.au) for damage to the Connected Equipment within 14 days of the power surge occurrence;
- provides Jackson Industries with the following information including any relevant documents:
  - (a) Jackson Surge Protected Powerboard model number
  - (b) the details of all equipment that was connected at the time of occurrence
  - (c) details of the Connected Equipment that was damaged and the known extent of the damage
  - (d) date of the occurrence
  - (e) address at which the equipment and Jackson Surge Protected Powerboard was used
  - (f) copy of the original receipt for the purchase of the Connected Equipment, and
  - (g) copy of the original receipt for the purchase of the Jackson Surge Protected Powerboard
- upon the receipt of a completed online claim form and all required information, a member of the Jackson Industries product support team will contact you with instructions on how to proceed with the claim, including how Jackson Industries will confirm its validity.

Jackson Industries reserves its rights to review all documentation, the damaged Jackson Surge Protected Powerboard, damaged Connected Equipment and the site where the damage occurred, to determine whether the damaged Connected Equipment is covered under this Connected System Warranty.

If Jackson Industries, at its sole discretion, determines that it is not viable to return the goods to its designated office, it may request that its nominated party attend the site to view the damaged Connected Equipment in situ and take any photographs it feels is necessary to review the damaged Connected Equipment. In the event the customer wishes to have the Jackson Surge Protected Powerboard tested by any independent third party (which testing will be at the customer's cost), Jackson Industries must first agree the selection of the third party laboratory, which must be a NATA accredited laboratory.

Upon the finalisation of a claim Jackson Industries reserves its rights to be subrogated to any insurance claims the claimant may have.

The customer is responsible for all costs and risks of:

- returning the Jackson Surge Protected Powerboard and the Connected Equipment to Jackson Industries to the inspection point or repairer designated by Jackson Industries for review;
- transporting the Connected Equipment to and from the Jackson's inspection point and designated repairer; and
- any third party testing costs requested or undertaken by the customer.

### Contact Details for Warranty Claims

Attention: Jackson Industries Pty Ltd - Customer Relations  
 Mailing address: PO Box 6388, Baulkham Hills NSW, 2153, Australia  
 Phone: +61 2 9899 8833  
 Email (product support): [support@ji.com.au](mailto:support@ji.com.au)  
 Website: [www.ji.com.au](http://www.ji.com.au)

