



FAQ

Q: What should I do when the WiFi Smart Socket connection has failed?
A: a) Please check if the LED indicator is on and flashing
A: b) Please check if your Wireless router is working and if the password is correct
A: c) Please make sure the phone you are using supports the Wifi 2.4G frequency

Q: What if the password on my router has been changed or WiFi nickname (SSID)? A: You will need to reset the Wifi Smart Socket and input the new password.

Q: How do I reset the WiFi Smart Socket? A: Simply press and hold the reset button for 5 seconds or until the indicator starts flashing. This will also remove any password. (Note: At this stage you can enter any new password).

Q: Can the App only control one WiFi Smart Socket? A: No. The app can control many Sockets. Sockets can also be controlled by many devices using the same App.

Q: How do I change the password or nickname of my WiFi Smart socket? A: From the main control menu, find your socket name and slide to the right to access the socket options.

Q: How to check the device information? A: Press menu option at the top right corner of the device control panel then 'Settings' and 'device information

Q: How many timers can be setup at the same time? A: 20

Q: Once my Wifi Smart Socket is setup on my local network, can I/other users access it via the app from remote locations? A: Yes. You or the other users simply need to download the same App and input the Device Information (Serial number) and password. Then you can use the Wifi Smart Socket in the same way.

Warranty Against Defects

Laser Corporation Pty Ltd ("Laser") warrants your new product to be free from defects in materials and workmanship for 12 months, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. The benefit of this warranty is in addition to your rights under the Australian Consumer Law and to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Through a network of retailers and resellers, Laser will provide you with your choice of a refund, repair or exchange (where possible) for this product if it becomes defective within the warranty period. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, normal wear and tear, neglect or improper storage.

Please retain your receipt as proof of purchase.

How to make a product warranty claim:

Step 1: Find your receipt which proves the date of purchase. Where the date of purchase cannot be verified, your place of purchase or Laser will make an assessment based on the date of manufacture, the condition of the Laser Product and the type of defect.

Step 2a): Contact your place of purchase. They will assess the nature of the fault and refund or replace the product as per their store refund or warranty policy.

Step 2b): If your place of purchase cannot be contacted, then you can contact Laser. Customer Service with details of your defective Laser Product: Phone: (02) 9870 3388; or Email: <u>service@laserco.com.au</u> or online <u>www.laserco.net/support/warranty</u> (click on "Consumers (End Users)"). Our business address is at 1/6-8 Byfield Street, North Ryde, NSW 2113

Step 3: Laser will issue you with a Return Authorisation (RA) number within 48 hours. When requested, send us the defective Product and a copy of your receipt. Laser will cover the cost of the return delivery.

Step 4: Wait for us to contact you. Once we have received your defective Laser Product for inspection, we will inform you of our assessment of your claim within 7 days. When we contact you, we will firstly let you know whether you have a valid claim under this Warranty, and if so, we will inform you whether your defective Laser Product will be replaced or repaired, together with the number of days you can expect to wait to receive your replaced or repaired Laser Product.

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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.