Sparky Club On-Site Warranty

Sparky Club On-Site Warranty Terms & Conditions

The Sparky Club On-Site Warranty is an additional benefit offered exclusively to eligible Sparky Club members and is subject to the following Terms and Conditions.

1. Eligibility
The Sparky Club On-Site Warranty applies only to eligible S-Tech products that have been claimed through the Sparky Club rewards program.
Products that have not been successfully registered and approved through Sparky Club are not eligible for this benefit.

2. Eligible Products
The On-Site Warranty applies only to S-Tech products that are supplied with a standard **3-Year or 5-Year Manufacturer's Warranty**. Products with warranty periods of less than three (3) years are specifically excluded from the Sparky Club On-Site Warranty.

3. On-Site Warranty Period
Eligible products receive a maximum of **one (1) year of On-Site Warranty** commencing from the original date of purchase. Following the expiry of the one-year On-Site Warranty period, the product will continue to be covered by the balance of its standard manufacturer's warranty, however any labour, access equipment, travel or associated costs are the responsibility of the claimant unless otherwise agreed by S-Tech in writing.

4. Authorisation Required
Before any labour is undertaken or any costs are incurred, the claimant **must** contact the S-Tech Support Department by emailing **support@s-tech.com.au**.
No labour, travel or associated costs will be considered unless prior written authorisation has been issued by S-Tech under the **Sparky Club On-Site Warranty Claim Allowance**.

5. Claim Approval
Each claim will be assessed individually.
Approval of an On-Site Warranty claim is at the sole discretion of S-Tech and must be confirmed in writing prior to any work being undertaken.
S-Tech reserves the right to:
inspect the installation;
request photographs or supporting documentation;
require the product to be returned for testing;
determine the most appropriate warranty remedy, including repair, replacement or credit.

6. Exclusions
The Sparky Club On-Site Warranty does not apply to:
products with warranties of less than three (3) years;
products not claimed through Sparky Club;
products installed contrary to S-Tech installation instructions or Australian Standards;
damage caused by misuse, abuse, neglect, accident, modification or unauthorised repair;
damage resulting from power surges, lightning, flooding, fire or other external causes;
normal wear and tear;
cosmetic defects that do not affect product performance;
access equipment, cranes, elevated work platforms or other specialist equipment unless specifically approved in writing by S-Tech.

7. Unauthorised Works
S-Tech will not reimburse labour, travel or any other costs that have been incurred without prior written approval.

8. General
The Sparky Club On-Site Warranty is an additional member benefit and does not replace or limit the rights provided under the Australian Consumer Law.
S-Tech reserves the right to amend, suspend or withdraw the Sparky Club On-Site Warranty program at any time. Any approved claims issued prior to such amendment will continue to be honoured in accordance with the written approval provided.

Sparky Club On-Site Claim Allowance

Sparky Club On-Site Warranty Claim Allowance

This document provides the maximum claim allowance that can be claimed under an approved warranty claim under the Sparky Club On-Site Warranty Program.

Approval applies only to the products, location and work specifically identified in this authorisation and must not be interpreted as approval for any future or additional claims.

Approved Claim Allowances

The maximum reimbursement available under this approval is as follows:

3-Year Warranty Product

- **Call-Out Fee:** Maximum of **$160.00 + GST**, inclusive of the initial call-out and the first one (1) hour of labour.
- **Additional Labour:** Maximum of **$55.00 + GST** per additional 30-minute interval thereafter.

No lifting equipment or additional charges are covered under this category.

5-Year Warranty Product

- **Call-Out Fee:** Maximum of **$280.00 + GST**, inclusive of the initial call-out and the first one (1) hour of labour.
- **Additional Labour:** Maximum of **$70.00 + GST** per additional 30-minute interval thereafter.
- **Lifting Equipment:** Where lifting equipment is required and has been approved by S-Tech prior to the works being undertaken, reimbursement is limited to a maximum of **$800.00 + GST**.
- **Spotter:** Where a spotter is required and has been approved by S-Tech, reimbursement is limited to **$80.00 + GST per hour**.

Any costs exceeding the above allowances will remain the responsibility of the claimant unless expressly approved by S-Tech in writing prior to the work being undertaken.

Conditions

- This approval covers reasonable labour required to inspect and replace eligible faulty S-Tech products only.
- Any additional costs, including but not limited to travel beyond the approved call-out, accommodation, traffic management, permits, after-hours rates, parking, consumables or any other incidental expenses, are excluded unless specifically approved in writing by S-Tech prior to the works commencing.
- If inspection determines that the product failure is not covered by the manufacturer's warranty, or the failure has resulted from incorrect installation, misuse, abuse, external damage or any other warranty exclusion, S-Tech reserves the right to decline reimbursement.
- A valid tax invoice, together with details of the products replaced and any supporting documentation requested by S-Tech, must be submitted before reimbursement will be processed.
- This approval is valid only for the claim referenced in this correspondence and expires thirty (30) days from the date of issue unless otherwise agreed by S-Tech in writing.

Sparky Club On-Site Claim Form

SPARKY CLUB ON-SITE WARRANTY CLAIM FORM

Date Submitted: ____ / ____ / _____

Customer Details

Business Name: _____
Contact Person: _____
Phone: _____
Email: _____

Sparky Club Member Number (if known): _____

Installation Site

Site Name (if applicable): _____
Street Address: _____
Suburb: _____ State: _____ Postcode: _____

Electrician Details
Electrical Contractor: _____
Electrician Name: _____
Electrical Licence Number: _____
Phone: _____
Email: _____

Product Information

S-Tech Product Code(s): _____

Brief Product Description: _____

Quantity Failed: _____

Approximate Installation Date: ____ / ____ / _____

Original Wholesaler Invoice Number (required): _____

Sparky Club On-Site Claim Form

Fault Description

Please provide a detailed description of the fault: _____
_____
_____
_____
_____

Please note: No labour or associated costs will be reimbursed without prior written approval from S-Tech.

Work Performed

Date Attended: ____ / ____ / _____
Arrival Time: _____
Completion Time: _____
Total Labour Hours: _____
Please describe the work completed: _____
_____
_____
_____
_____
_____

Supporting Documentation

Please attach the following:
☐ Electrician's Tax Invoice
☐ Photographs of Faulty Product
☐ Photographs After Replacement
☐ Any Additional Supporting Information

Sparky Club On-Site Claim Form

Declaration

I declare that:
•The information provided is true and correct.
•The work described has been completed.
•Prior written approval was obtained from S-Tech before the works commenced.
•The costs claimed are in accordance with the Sparky Club On-Site Warranty Claim Allowance.

Electrician Name: _____

Signature: _____

Date: ____ / ____ / _____

S-Tech Use Only

Claim Reference: _____

Claim Approved: ☐ Yes ☐ No

Approved By: _____

Approval Date: ____ / ____ / _____

Approved Amount (Ex GST): $_____

Comments:
_____
_____
_____
_____