



Performance software suite



Please read carefully before use



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IMPORTANT SAFETY INSTRUCTIONS AND PRECAUTIONS

- Read all instructions carefully before use.
- Retain manuals for future reference.
- Use this product only in the manner described.
- Only use a water-dampened soft-cloth to clean the surface of this product.
- Only recommended batteries and accessories should be used with this product.
- If charging is required, it is recommended to thoroughly charge electronic devices for the first time overnight. Subsequent charges can be as needed. During charging, or extended use, the product may become warm.
- There are no user serviceable parts in this product.
- Un-authorized attempts to dismantle or repair this product will void product warranty.
- Do not use this product if you are in control of dangerous machinery such as a motor vehicle.
- Remove any power or data cords by pulling them from the plug and not the cord.

WHAT'S IN THE BOX

1 x S20 GPS tracking watch, 1 x CD software disc, 1 x charging cradle, 1 x user manual

Note: Please reset your watch before the first use

HOW TO RESET YOUR WATCH

- 1.0 Reset the watch by pressing and holding all 4 (four) buttons of the watch at once, until the screen resets. A beep indicator will be heard and all screen icons will flash.

Note: This user manual is arranged in order of essential settings through to entry level and advanced user settings and features. By following the manual in this way, it will establish a better understanding of the product and an overall better product experience.



NAVIGATING THE SETTINGS SCREENS (ENTRY LEVEL)

- 2.0 Before using your watch for the first time you must set your personal user information.



Note: Main screen settings menu options will automatically open within 3 seconds if you have not scrolled onto a different option. Although this may take some getting used to, this feature is designed to save the user time and to reduce the required button presses.

- 2.1 From the main time screen, use the **MODE** button to enter the main menu settings screen. Each press will move you past the following 7 options;
 - > **RUN, CHRO** (Timer / Chronograph), **DATA, ALARM** (Alarm), **SET** (User settings) and **TIME**
- 2.2 For the following example, you need to keep pressing the **MODE** button (from the main time screen) until **SET** appears on the screen. Then wait 3 seconds to enter this sub-menu option.
- 2.3 Each subsequent press of the **ST/STP/+** button will take you past the following 8 sub-menu options:
 - > **AUTO LAP, TIME, UNIT, USER, NIGHT, CONTRAST, CHIME** and **ALARM**

*Note 1: Although **AUTO LAP** is the first option; it will be discussed in the later section 10.0*

SETTING YOUR USER INFORMATION - THE SET SCREEN

Setting the date and time

Note: This device has 2 separate settings for time (time zones)

- 3.0 Use the **ST/STP/+** button to then move to the **TIME** screen in the sub-menu screen. Enter the screen by pressing **VIEW/LAP**. **T1** (Time Zone 1) will appear. The "1" will be flashing.
- 3.1 Press the **VIEW/LAP** button to enter the **T1** settings options.



Note: Each of the two time zone times, can either be set automatically via GPS or manually by the end user.

- 3.2 Use the **ST/STP/+** button to toggle between **MANUAL** and **GPS** (the highlighted option will start flashing), then press the **VIEW/LAP** button to confirm your choice.
 - 3.2.0 **Manual time setting:** If selected the next screen to appear will be a time screen "SET T1" with the hour digits flashing. The word "HOUR" will also be at the bottom of the screen.



- 3.2.1 Use a combination of the **ST/STP/+** button to advance the digits, then the **VIEW/LAP** button to save the data and move to the next section.
- 3.2.2 The subsequent sections are: **MINUTE**, **SECOND**, **YEAR**, **MONTH**, **DAY**, **12/24H** (**12** or **24** hour time format) then lastly **M-D / D-M** (Day then Month format or Month then Day) format setting.

Note: As you scroll through these options, each number will start to flash and the name of the section will appear at the bottom of the screen. eg. Hour, minute, second etc

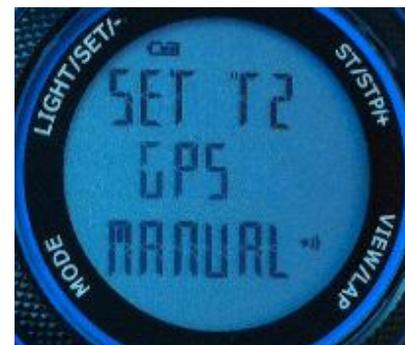
- 3.2.3 The next press of the **VIEW/LAP** button from this screen will take you back to the **TIME** setting sub-menu.
- 3.2.4 To set the **T2** (Time zone 2 field) press the **VIEW/LAP** button again to move back into the same **TIME** screen sub menu. **T1** will appear again with the number "1" flashing. Press the **ST/STP/+** button to toggle to Time Zone 2 (**T2**). **T2** will be displayed with the "2" now flashing.

*Note: Below this number you will also see 3 (three) letters representing a country code. This is a unique feature to the **T2** time option. We will discuss this in the next section GPS time setting.*

- 3.2.5 To adjust the time for **T2**, following the points above (3.1 to 3.2.3)

Note: The below section 3.3.0 follows from point 3.2 above.

- 3.3.0 **GPS time setting:** If selected the next screen to appear will be the city time zone screen, with three country code letters flashing. You have 36 city codes to choose from. Using the **ST/STP/+** button scroll through the codes and use the **VIEW/LAP** button to confirm your choice.



Note 1: Only one main city code is represented for each time zone. If you can not find your specific country code, refer to the time zone numbers (eg. 2H, -5H) and make your selection in



this fashion. These time zones are referred to as UTC. A table containing the numbers for Australia is supplied at the end of this document.

Note 2: The time will be updated via GPS once the GPS feature is turned on. It does not update immediately after setting this option.

3.3.1 Adjust the subsequent sections which are: **DST ON /OFF** (Daylight Savings Time), **12/24H** (12 or 24 hour time format) then lastly **D-M / M-D** (Day then Month format or Month then Day) format setting.

3.3.2 Press the **VIEW/LAP** button again to return to the beginning **TIME** sub-main screen.

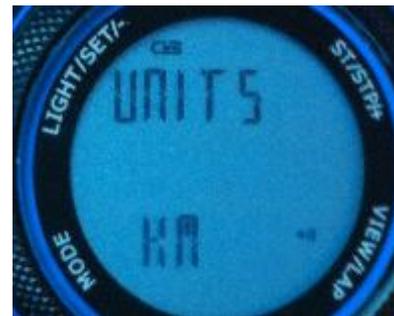
Note1: The below section 4.0 follows from point 3.0 above.

Note2: Press the **ST/STP/+** button to move to the **UNIT** settings.

Unit of Measure

4.0 Use the **ST/STP/+** button to then move to the **UNIT** screen. Enter the screen by pressing **VIEW/LAP**. **KM** (Kilometres) will appear on the screen. (This is the default setting)

4.1 By pressing the **ST/STP/+** button you can change the default to **MI** (Miles). Press the **VIEW/LAP** button to confirm your choice. The screen will move back to the **UNIT** main screen.



Note: The below section 5.0 follows from point 4.0 above.

Note: Press the **ST/STP/+** button to move to the **USER** settings.

User Details

5.0 Use the **ST/STP/+** button to then move to the **USER** screen. Enter the screen by pressing **VIEW/LAP**. **GENDER** will appear on the screen.

5.1 Use the **ST/STP/+** button to toggle between **FEMALE** and **MALE**. Use the **VIEW/LAP** button to confirm your choice

5.2 Use a combination of the **ST/STP/+** button to adjust values and the **VIEW/LAP** button to save and move through the next screens.

5.3 The subsequent sections are: **AGE**, **WEIGHT KG** and **HEIGHT CM**





5.4 Press the **VIEW/LAP** button a last time to return to the main **USER** screen.

Note: The below section 6.0 follows from point 5.0 above.

*Note: Press the **ST/STP/+** button to move to the **NIGHT** settings.*

Night (Backlight)

6.0 Use the **ST/STP/+** button to then move to the **NIGHT** screen. Enter the screen by pressing **VIEW/LAP**.

6.1 Press the **ST/STP/+** button to toggle the three options **10 SEC**, **20 SEC** and **ON**. Confirm your choice by pressing the **VIEW/LAP** button.

6.1.0 As the name suggests, each time the **LIGHT/SET/-** button is pressed the screen will illuminate for either 10 or 20 seconds where selected.

6.1.1 If **ON** is selected you can select certain times that the backlight will automatically turn on and off.

6.1.2 Once **ON** is selected, **START TIME** will appear.

6.1.3 After 3 seconds, a time screen will then automatically appear.

6.1.4 Use the **ST/STP/+** button to adjust the hours noting AM/PM or 12/24 hour times. Press the **VIEW/LAP** button to move across to minutes and again use the **ST/STP/+** button to adjust the minutes. Press the **VIEW/LAP** button to save and return to the **START** menu.



*Note: Once you return back to the **START** menu screen you must press the **ST/STP/+** button within 3 seconds to toggle to the **END** time screen, otherwise it will automatically enter back into the **START** screen. If this happens, simply press the **MODE** button to get back out of the **START** screen options and return back to the main **START** screen – then quickly press the **ST/STP/+** button to then show **END** on the screen.*

6.1.5 Move to the **END** screen. **END** will be shown on the screen. Wait 3 seconds to auto enter into the screen.

6.1.6 Adjust the time in the same manner as described in 6.1.2

Note: The below section 7.0 follows from point 6.0 above.

*Note: Press the **ST/STP/+** button to move to the **CONTRAST** settings.*



Contrast

- 7.0 Use the **ST/STP/+** button to then move to the **CONTRAST** screen. Enter the screen by pressing **VIEW/LAP**. **CONT** will appear on the screen.
- 7.1 A percentage number will be flashing (Usually 60% by default)
- 7.2 Repeatedly press the **ST/STP/+** button to scroll through the values 10% to 100% for the **CONTRAST** value. The screen contrast will slowly adjust as you begin to scroll.
- 7.3 Press the **VIEW/LAP** button to confirm your choice and to return back to the **CONTRAST** screen.



Note: The below section 8.0 follows from point 7.0 above.

*Note: Press the **ST/STP/+** button to move to the **CHIME** settings.*

Chime

- 8.0 Use the **ST/STP/+** button to then move to the **CHIME** screen. Enter the screen by pressing **VIEW/LAP**. **CHIME** will appear on the screen.
- 8.1 Underneath the word **OFF** will be flashing. Use the **ST/STP/+** button to toggle between **ON** and **OFF**. Press the **VIEW/LAP** button to confirm your choice. You will then be returned to the main **CHIME** screen.



*Note: When **CHIME** is turned ON, an hourly chime will sound as well as a key tone each time a button is pressed. A chime bell icon will also appear on the screen as an indicator.*

Note: The below section 9.0 follows from point 8.0 above.

*Note: Press the **ST/STP/+** button to move to the **ALARM** settings.*

Alarm

*Note: This device has 5 separate alarm settings. Navigate each screen using the **ST/STP/+** button to change values and the **VIEW/LAP** button to save the value and to progress to*





the next value.

- 9.0 Use the **ST/STP/+** button to then move to the **ALARM** screen. Enter the screen by pressing **VIEW/LAP**. **T1 AL1** will appear on the screen.
- 9.1 The number "1" in **AL1** will be flashing. (*To move to the next alarm press the **ST/STP/+** button to change the value*)
- 9.2 For this example lets set the time for **AL1**. While the number one in **AL1** is flashing press the **VIEW/LAP** button to enter the alarm settings and to begin adjustment.
- 9.3 The hour digits will now be flashing. Use the **ST/STP/+** and **VIEW/LAP** buttons to change and save the values, then move to the next sections.
- 9.4 Set the values for **MINUTES**, **TIME ZONE** and finally whether to turn the alarm ON or OFF.
- 9.5 Repeat the above steps from 9.1 to move to and set the alarms for each of the 5 alarm settings as needed.

Note 1: When the alarm sounds it will sound for 20 seconds. Press any button to stop the alarm. This will stop the alarm without activating any other functions.

Note 2: When any alarm is set, an alarm icon will appear on the display.

Note 3: The below section 10.0 follows from point 9.0 above.

*Note: Press the **ST/STP/+** button to move to the **AUTOLAP** settings.*

Setting AutoLap (Distances)

Note: Use this feature to use GPS tracking (discussed later in this user manual) to measure predetermined (race track) distances.

- 10.0 Use the **ST/STP/+** button to then move to the **AUTOLAP** screen. Enter the screen by pressing **VIEW/LAP**. **AUTOLAP** will appear on the screen.
- 10.1 The number 1 will begin flashing
- 10.2 Use the **ST/STP/+** button to toggle between the following popular track lengths: **0.4, 1, 2, 3, 4, and 5 KM** and **OFF**. Press **VIEW/LAP** to confirm your choice. Then use the **ST/STP/+** button to select whether to turn the alert ON or OFF.
- 10.3 Press the **VIEW/LAP** button to confirm your choice and to return back the main **AUTOLAP** screen.





Note: The above alert consists of an audio ('Beep') and visual reminder (the screen will illuminate for 10 seconds)

Short Cuts

- 11.0 From the main time screen, press and hold the **LIGHT/SET/-** button to access a shortlist of key menu settings from the main settings menu. These are **TIME**, **NIGHT**, **CONTRAST**, and **CHIME**. These features are set in the same methods as explained previously and are simply short cut links to the original settings menus.
- 11.1 From the main time screen, press and hold the **VIEW/LAP** button to swap the main screen time display from **T1** to **T2** and vice versa. Press and hold the **VIEW/LAP** button until the change has been made. *(This can be up to 4 seconds.)*

Note 1: T1 (Time Zone 1) does not show a city code (after you have entered the time setting using the GPS option). Only T2 will show the city code.

Note 2: This concludes the ENTRY LEVEL USER features. Before we move onto the ADVANCED USER section, we will discuss some further GENERAL USER features. These features are accessed via the MAIN MENU and are either related to SUB MENU features or have shared common screens. These features are the main menu features TIME and ALARM.

SHARED MAIN MENU OPTIONS

- 12.0 **TIME:** This feature only has one function. It is to return you back to the main time screen after you have viewed, used or adjusted features or functions
- 13.1.1 Simply, press **MODE** button until **TIME** (from the main menu) appears on the screen, then wait 3 seconds to be returned back to the main time screen.
- 12.1 **ALARM:** From the main time screen, use the **MODE** button to scroll to the **ALARM** screen. By pressing the **VIEW/LAP** button you can toggle between each of the 5 alarms and use the **ST/STP/+** to switch each alarm ON or OFF

TRACK AND FIELD FEATURES (ADVANCED USERS)

*Note 1: The advanced user settings are **RUN**, **CHRO**, and **DATA***

*Note 2: **RUN** and **CHRO** (Chronograph) modes are both timer features and share the same time counter system. When the **CHRO** is started or stopped, the same time will appear in the **RUN** mode.*

NOTE 3: BEFORE MOVING TO OTHER TIMER BASED SCREENS OR BEFORE TRYING TO ADJUST USER SETTINGS RELATING TO TIMERS, ALL CURRENT TIME RECORDS NEED TO BE RESET AND SAVED. IF THIS IS NOT DONE, YOU WILL BE LOCKED OUT OF ASSOCIATED SCREENS. AS TIMER SCREENS ARE SHARED, SIMPLY ENTER ANY TIMER SCREEN, STOP, RESET AND SAVE THE ACTIVE



FILE TO PROCEED.

*Note 4: Aside from the **DATA** feature, the **RUN** and **CHRO** features although similar looking at first glance, are fundamentally different. Essentially both functions measure time but in different ways - put simply:*

- a) The **RUN** feature is a singular running timer with on screen statistics.*
- b) The **CHRO** feature is a multiple lap timer without on screen statistics.*

RUN

- 13.0 From the main time screen, use the **MODE** button to toggle to **RUN**. Wait 3 seconds to enter the option.
- 13.1 The screen will then display **GPS** and **INDOOR**. To set up the **GPS** section, press the **VIEW/LAP** button while **GPS** is flashing, alternatively toggle to **INDOOR** using the **ST/STP/+** button and confirm your choice



*Note 1: **INDOOR** means no GPS data will be recorded.*

*Note 2: Aside from the initial GPS specific setup screens, the general operation of all time recording screens are the same under **GPS** as with **INDOOR**. The GPS signal is simply turned on or off before entering through. The GPS location data is not shown but tracked and recorded for later view using the supplied PC software.*

- 13.1.0 **GPS**: After pressing the **VIEW/LAP** button to select GPS, the **SEARCH GPS** screen will appear. Once GPS signal has been located, the screen will display **GPS GO**. (If indoor is selected, this step will not be shown) Press **ST/STP/+** to begin tracking. A timer will begin rolling on the screen.
- 13.1.1 During operation there are two *lower* read-outs that users can modify to view different combinations of statistics. The **TIMER** however always remain at the top.
 - a) Press the **VIEW/LAP** button to toggle the top timer section (middle of screen) The name of the setting chosen will flash momentarily before the feature results are shown. These features are: **PACE, SPEED, CALORIE, CLOCK, CHRONO** and **DISTANCE**.
 - b) Press and hold the **VIEW/LAP** button to toggle the bottom section. The name of the setting chosen will flash momentarily before the feature begins working. These features are also: **PACE, SPEED, CALORIE, CLOCK, CHRONO** and **DISTANCE**.
- 13.1.2 Press the **ST/STP/+** button to pause the timer (the screen will display STOP) and again to un-pause the timer.



- 13.1.3 From the STOP screen press the **VIEW/LAP** button to review your data before saving. The screen view combinations are as follows: a) **STOP / CHRONO / DISTANCE**, b) **CALORIE / AVE PACE / MAX PACE** and c) **CALORIE / AVE SPEED / MAX SPEED**

Once paused, press and hold the **ST/STP/+** to automatically reset and save the file. (*"Hold To Reset"* will be displayed during this operation, finally by the file number the record was saved to. You can then release the button)

*Note 2: GPS signal shortcut 2; from the main time screen press and hold **MODE** to initiate **GPS SEARCH**. Once located you will be directed to the main timer screen in the RUN mode. Press and hold **MODE** again to turn off **GPS SEARCH**.*

Note 3: If the auto lap function is set, the watch will take lap recordings automatically based on the auto lap settings. A beep will sound on each lap if the ALERT feature is turned on from the settings menu. Turn the auto-lap feature off if it is not required.

CHRO (Chronograph)

*Note: If **AUTO LAP** is set, the watch will take LAP times automatically based on your settings. Further depending on your **CHIME** setting, and audible beep will sound at the end of each lap.*



- 14.0 From the main time screen, use the **MODE** button to toggle to **CHRO**. Wait 3 seconds to enter the option.
- 14.1 Select either **GPS** or the **INDOOR** setting.
- 14.2 The screen will then scroll through a battery capacity reminder screen (% of battery life left) as well as a memory reminder screen (how many hours of memory left to record)
- 14.3 Press the **ST/STP/+** button to start the timer. Then press the **VIEW/LAP** button to start recording individual laps. Each lap time will be displayed for 10 seconds together with the memory number for that lap. As each lap is recorded, the total elapsed time will appear at the bottom and the current lap time above.
- 14.4 To pause and un-pause the timer, press the **ST/STP/+** button.
- 14.5 From the STOP screen press the **VIEW/LAP** button to review your data before saving. The screen view combinations are as follows:
a) **STOP / CHRONO / DISTANCE**, b) **CALORIE / AVE**





PACE / MAX PACE and c) **CALORIE / AVE SPEED / MAX SPEED**.

Once paused, press and hold the **ST/STP/+** to automatically reset and save the file. (*“Hold To Reset” will be displayed during this operation, finally by the file number the record was saved to*)

GPS HINTS AND TIPS

- 15.0 Acquire satellite signals; To get the correct time of day and begin using your GPS watch, you have to acquire GPS signals. It may a few seconds to one minutes depending on your geographical location. Go outside to an open area away from tall buildings and trees. Orient the GPS antenna towards the sky for best reception. The antenna is located at the 6 o'clock position of the watch. For the first GPS sync, it is best that you stand still and do not move until completed.
- 15.1 Lost GPS Signal; If GPS signal is lost while in use, **LOST GPS SIGNAL** will appear on screen. An audible beep will also sound.
- 15.2 If no GPS signal has been received in 15 minutes the screen will revert back to the main time screen. The GPS search feature will also turn off.
- 15.3 While CHRONO is running or stopped, you can turn the GPS signal ON/OFF.

DATA MODE

- 16.0 From the main time screen, use the **MODE** button to toggle to **DATA**.
- 16.1 Use the **ST/STP/+** button to choose between the data records for the **RUN** feature. Each record has its own flashing record number. Press the **VIEW/LAP** button to confirm your choice.
- 16.2 After entering a record press **ST/STP/+** button again to scroll through the following screen views. (*Press the MODE button to exit when ready*)
 - i) Start Time / End Time / Distance
 - ii) Chrono / Distance / Calorie
 - iii) Chrono/ Ave Pace / Max Pace
 - iv) Chrono / Ave Speed / Max Speed
 - v) Lap 1 / Lap Distance / Lap time (*Note: If multiple laps use the **VIEW/LAP** button to exit to the next record*)
 - vi) VIEW / DEL / DEL ALL



Note: To delete one file or all files, highlight the option by pressing the **ST/STP/+** button and press and hold the **VIEW/LAP** button.

Note: If no data is recoded, "**DATA - - - -**" will be displayed.

16.3 The recorded files referenced on the main data screen data are shown in the following format:

- D03** Total number of files (3)
- 03** File number counter
- 01** Month
- 01** Day
- 1** Recorded in either T1 or T2 time zone
- 02** File number of the day
- G** Data with GPS, H if data w/out GPS



CHARGING THE BATTERY

17.0 Charge the unit overnight before using for the first time. Repeat charging times will depend on usage. It is recommended to regularly re-charge your battery every 1-2 months even if it is not in use to maintain good battery condition.

CONNECTING THE USB CABLE TO YOUR WATCH AND COMPUTER

18.0 Use the aligning post on the clip (behind the 4 gold plated pins) to align the charging clip with the 4 contact pins on the back of the watch. This should require little to no force. (Note: The pins on the watch are spring loaded so they should all depress once the clip has attached, ensuring a firm connection.)

18.1 The watch will display CHARGE and the percentage charge level of the battery. There is also a scrolling line in the top middle of the screen to indicate charging has begun. 100% will appear on the screen once fully charged.

18.2 Once software and drivers have been installed and when connected to a computer, PC LINK will appear on screen.



Note 1: Please thoroughly dry the charging contacts and surrounding area to ensure proper electrical contact and to prevent corrosion.



Note 2: You cannot turn the GPS function on when the battery is too low. The watch will display LOW BATT accordingly. You need to recharge the battery in order to use the GPS function again. If the battery is too low and you are exercising, your data may not be able to be saved. Please make sure the battery has enough battery power before doing your exercise in order not to lose your data. When the battery level becomes too low, the watch display will automatically turn OFF so as to not drain the battery further.

USING THE PC LINK SOFTWARE (QUICK START GUIDE)

- 19.0 This watch comes with PC software to provide communication between your watch and your PC – easily and conveniently.
- 19.1 Please install the driver and software onto your PC using the CD provided
- 19.2 Run the software (usually by double clicking the icon produced on the desktop, pending your software and installation selections)
- 19.3 Connect your watch to the connection clip then connect to opposite USB end to your PC
- 19.4 Click the download button from the main screen, to begin the download and confirm your choice by clicking the following “DOWNLOAD DATA” window.
- 19.5 Once the download is completed, you will be prompted to delete the recorded files from your watch. This option is at the user discretion.
- 19.6 Press the ENTER button to view the data.
- 19.7 The home page for the software will then appear, allowing you to access recorded files through to user settings.
- 19.8 When a recorded file is selected, the software main page will appear, giving you access to such features as Lap, Week and Monthly data, Google mapping and way points through to Deleting and backing up files, recovering files and user settings.



Time Zone Table

Day Light Saving - ON	Day Light Saving - OFF	Time Zone to Enter
UTC +10	N/A	QLD (Brisbane)
UTC +11	UTC +10	NSW (Sydney)
UTC +11	UTC +10	ACT (Canberra)
UTC +11	UTC +10	TAS (Hobart)
UTC +10.30	UTC +9.30	SA (Adelaide)
UTC +11	UTC +10	VIC (Melbourne)
UTC +8	N/A	WA (Perth)
UTC +13	UTC +12	New Zealand (Auckland)
UTC +13	UTC +12	New Zealand (Wellington)

FAQ

Q. I cannot get a GPS signal

A. Take your GPS watch outdoors and away from trees and tall buildings. Remain stationary and try acquiring the GPS signal again. Be sure that the antenna is pointing towards the sky for better signal reception.

Q. Can I reset the watch?

A. You can reset the watch by pressing all 4 buttons at once until the reset screen is displayed.

Q. Will my data and personal settings be lost after watch reset?

A. Your data and personal settings are saved in the flash memory and will not be lost after watch reset.

Q. The battery indicator does not seem to be accurate

A. Allow your GPS watch to fully discharge and then fully charge it without interruption. It is recommended to regularly re-charge your battery every 1-2 months even if it is not used to maintain good battery condition.

For further product information and instruction please visit our product web page at www.laserco.net or email support@laserco.com.au

Please note: As continual improvements are made to this product, slight operational differences may occur. For the most up-to-date user manual, please visit our web site.



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 3355; or Email: service@laserco.com.au or online www.laserco.net/support/warranty (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.

