



# Service and Repairs

Here's a handy guide when your Batt-Latch timer needs service or a repair.

## Address for service or repair:

Novel Ways Limited

Unit 3 / 6 Ashwood Avenue

PO Box 2340

**TAUPŌ 3330**

*by courier or delivery*

*by post*

Phone **07 376 5658** or 0800 003 003

[enquiries@novel.co.nz](mailto:enquiries@novel.co.nz)

[www.novel.co.nz](http://www.novel.co.nz)

Please ensure that any timer returned for repair:

- is clean, so we don't spread anything around
  - Use water and a cream cleanser (Ajax, Jif) on soiled areas, then wipe off using Inox MX3 spray or Armor All Protectant
- includes contact details and a description of the issue(s)
  - please include the sender's name (or owner if different) and address, a contact phone number and email address\*, and give us an idea of what's wrong with the unit
- identifies any new parts required
  - let us know if you would like new parts eg a replacement strap or gate spring/spring gate kit

## Warranty

Each new Batt-Latch has a two year warranty – we will sort out any defects in manufacturing or materials. And we'll continue to support the product until you give up on it! Refer to the invoice to see if a repair refreshes the warranty period for the most recent work undertaken.

For service and repairs, note that **we will charge for:**

- damage caused by mis-use, abuse or improper maintenance
  - rough handling beyond normal wear and tear eg during transportation between gateways
  - obvious physical damage to case, keypad, display or gearbox shaft by stock or machinery

**Charges for this kind of damage will apply even if the unit is within a warranty period.**

If you would like an idea of how much the service or repair might cost, please ask for a quote when you send in your unit, and we will phone or email you. For replacement parts (springs, straps) call if you would like a price first.

Refer to 'A Batt-Latch Owner's Care Guide' available on our website:

[https://www.novel.co.nz/136209/files/BL\\_Owner\\_Care\\_Guide\\_October\\_2019\\_FINAL.pdf](https://www.novel.co.nz/136209/files/BL_Owner_Care_Guide_October_2019_FINAL.pdf)

\*We are changing to a new accounting system and wish to email invoices and/or post them to the address(es) supplied

October 2019