



**iONE™**

# Warranty Card

*No other document except this certificate will be honoured for warranty claims.  
All applicable sections MUST be filled in.  
Seven Years Limited Warranty.*

**Product :**

**Model :**

**Bill No :**

**Serial No :**

**Issue Date of Warranty :**

**Dealer's Name / Stamp :**

**Dealer's Invoice No :**

**Customer's Name :**

**Address :**



Conditions apply



SG10/03252



**iONE™**  
Jackson Global

[www.i-one.sg](http://www.i-one.sg)

# iONE Motor

## Terms & Conditions

- 1) This warranty certificate must be presented to our service personnel for verification each time when warranty service or claim is required.
- 2) When you request for service, kindly supply the following information:
  - Full name and address
  - Certificate Number
  - Telephone number and description of symptom
  - Sales receipt/slip.
  - Faulty product serial number.
- 3) This warranty shall only be applicable for system which are sold in the Republic of Singapore. Warranty will be void if goods are brought out of Singapore.
- 4) This warranty shall immediately cease and become void if:
  - Unauthorized repair, tampering, alteration or modification is made to the product.
  - Product's serial number has been altered, removed or made illegal.
  - Product is upgraded from its stated purpose as described in instruction manual, without prior written consent of Jackson.
  - Operation outside the product's environment specification including duty cycle.
- 5) This warranty does not cover the following:
  - Fabrics
  - Damages resulting from the accidents, misuse, negligence, and improper installation or any manner of tamper, losses, damages, drop of product.
  - Wear and tear such as corrosion and stains.
  - Usage of wrong electrical supply / voltage / wiring.
  - Any manner contrary to the instruction contained in operating instructions of the Jackson product.
  - Product without our Jackson brand Label.
  - Inappropriate setting of remote control by user.
  - Indirect, consequential loss or damage to user's property howsoever caused by product (good condition or faulty motor).
  - Damage caused by act of nature (extreme weather, lightning, flood, fire etc..)
- 6) Jackson reserves the right to replace the product or its defective part with either new or refurbished spare part or product.
- 7) Jackson will charge a test fee if the motor which a claim is made on was found on examination to comply with the published specs.
- 8) Any replaced old parts are not returnable.
- 9) The warranty must not be defaced or altered in any way.
- 10) The card is irreplaceable in the event of loss.
- 11) All product are subject to 7 years warranty from the date of issue, address indicated on the invoice.
  - 1st year: on site and parts free of charge
  - 2nd to 5th year: parts free of charge
  - 6th & 7th year: parts at 50% discount
  - From 2nd to 7th year: all transportations, delivery, handling and labor expenses are chargeable to customers.
- 12) Operating hours / charges:  
Monday to Friday 10am – 5 pm  
Transportation charges per trip = \$120  
Labour charges per item = \$100 - \$200 (depending on complexity and tediousness of work)  
Per parts charges = \$20 - \$1000 (depends on the damage of parts)  
Scaffolding charges (supply and install) = \$450 / trip