

Thank you for choosing

optimus
4G LTE INTERCOMS

WARRANTY

by 

Welcome to your new 4G Optimus Intercom!

Your Optimus intercom comes complete with a 2-year return to manufacturer warranty via your distributor. This includes internal parts and CommTEL labour in the event of product failure due to a manufacturing fault.

OUR MANUFACTURER GUARANTEE

CommTEL Ltd hereby warrants that its products shall conform to the specifications related to manufacturing and materials for a period of 24 months from the date of shipping. Any claim or complaint must be reported to us promptly, within 14 days of receipt of the intercom. Products that fail to meet our manufacturer guarantee will either be repaired or replaced at our sole discretion.

You can find our full terms and conditions on our website:

www.commtel.io/terms-conditions/

EXTENDED WARRANTIES

If you would like to extend the initial two-year warranty period, we offer a variety of levels to suit you and your customers' needs, from product only warranties, to full programming support and SIM card costs.

For more information, contact our Warranties team or head over to our website!

Here at Commtel, we strive to create lifetime relationships with our customers, and part of that is ensuring that we provide our customers with support when they need it.

Our technical team are on hand to guide our installers and their customers through the initial commissioning process if they need us, and throughout the lifetime of the unit.

When installing your unit, feel free to call our **Technical Support Team** on **01306 710 120 (opt 1)** who will be on hand to answer any questions you may have.

All programming changes must be submitted via our online programming form which can be accessed by scanning this QR code.

Please note that this service is chargeable, however Installers can make any programming changes via the Commtel Config app.



USEFUL INFORMATION

Contact email for Support Agreements:

mail to: warranties@commtel.io

Contact email for Programming Queries:

mail to: support@commtel.io

Programming Request Form:

<https://www.commtel.io/forms/programming-requests/>

SIM Card Information:

<https://www.commtel.io/intercom-sim/>



Raising Standards
Advancing Safety



EU CE Declaration of Conformity and Radio Equipment Directive is available at www.commtel-uk.com | GB-RH10 9RB