

Thank you for choosing vision

WARRANTY

by 

Welcome to your new 4G video intercom!

Your Vision intercom comes complete with a two-year return to manufacturer warranty, which includes internal parts and Commтел labour in the event of product failure due to a manufacturing fault.

During this period, we also cover any programming support, like changing the telephone numbers and entry codes when requested via our programming request form. (*Information overleaf*).

We also cover the cost of the Data SIM which is supplied and fitted in the video module of your system. This is covered for 2 years, in line with the warranty. Our team will contact you 2~3 months before the warranty ends with a renewal.

OUR MANUFACTURER GUARANTEE

Commтел 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:

<https://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 Commтел, 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 support our installers and their customers through the initial commissioning process if they need us, and throughout the lifetime of the unit.

When commissioning your unit, feel free to call our **Technical Support Team** on **01306 710 120 (opt 1)** who will be on hand to guide you through your installation.

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



USEFUL INFORMATION

Contact email for Extended Warranty and Support Agreements:

mail to: warranties@commтел.io

Contact email for Programming Queries:

mail to: support@commтел.io

Programming Request Form:

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

SIM Card Information:

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



DESIGNED AND
MADE IN BRITAIN



Raising Standards
Advancing Safety



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

