

1300 SMOKE ALARMS AFTER HOURS SUPPORT



1300 Smoke Alarms (1300) offers After-Hours Emergency Beeping Alarm Support as follows:

Terms and Conditions

1. The Unlimited Standard Service is offered for subscribed and fully paid properties Monday to Friday between 8am and 5pm in Queensland and New South Wales. If you have any beeping alarms, tenants must report them to their Property Manager for a work order to be issued.
2. From 5.01pm to 7.59am Monday to Friday and on weekends, After-Hours Emergency Beeping Alarm Support can be accessed via:
 - i. www.1300smokealarms.com.au/tenant; or
 - ii. by calling 1300 766 532. (A mobile phone number will be provided for assistance)
3. The After-Hours Emergency Beeping Alarm Support is for Smoke Alarms only, where an enrolled property is:
 - I. subscribed and fully paid under any 1300 annual paid subscription; and
 - II. located within an 80km radius of the general post office in Brisbane (if we are required to physically attend.)
4. The tenant online self-help service is available 365 days a year and contains helpful videos, tips and user manuals to assist tenants in disarming the alarm/s themselves. The After-Hours Emergency Beeping Alarm Support is available from 5.01pm to 7.59am Monday to Friday and on weekends. (Queensland Time). This support service maybe limited on public holidays, Christmas Day or other occasions where there is peak load due to a weather event or natural disaster and 1300 cannot be held liable in these events. The tenant may need to leave a message for the technician to call back with support advice.
5. 1300 will not be held liable for (and you release 1300 from all claims in respect of) any costs (including third party call out fees) incurred by the agent/tenant as a result of or in connection with the agent/tenant being unable to access or utilise either our online self-help service or our After-Hours Emergency Phone Support for any reason.
6. An emergency callout fee is payable (\$175) if we must attend a property for any of the following reasons between the hours of 5.01pm and 7.59am Monday to Friday or on weekends:
 - I. If the tenant has viewed the self-help online support material and watched the video's and read the manuals on how to disarm a beeping smoke alarm/s and is unable to disable or silence the beeping alarm causing us to physically attend the property; and
 - II. If the tenant has been contacted by a 1300 technician and still cannot disarm the beeping smoke alarm/s causing us to physically attend the property; or
 - III. If the faulty/beeping alarms have been installed by a third party even if there is an annual subscription; or
 - IV. It has been determined that the alarms have been modified in any way by the tenants causing us to physically attend the property to make the property safe.
7. Without limiting any other provision of this Agreement, we may replace a Smoke Alarm/s in the Enrolled Property with a different brand of Smoke Alarm/s as part of the After-Hours Emergency Support. 1300 is not liable (and you release 1300 from any Liability suffered or incurred) in respect of any difference in the costs of the Smoke Alarm/s installed compared to the cost of a Smoke Alarm/s that may have been available but for the emergency circumstances even if under warranty by a third party. No agent approval will be sort.
8. These terms will form part of the existing annual service agreement. The After-Hours Emergency Beeping Support is an additional service to any fully paid annual subscription, however our fees and charges may change from time to time.