

Wireless ALL|OFF

Product Warranty

Warranty Summary

Warranty Type	CE — Return to Base
Warranty Period	2 years from date of purchase
Sensor Battery Life	10+ years, with typical use (not part of the 2-year warranty — see Battery Life below)
Covered Products	ALL OFF Controller, Wireless Occupancy Sensor, Wireless Door Sensor

What's Covered

Symphony Controls warrants that the Wireless ALL|OFF Controller, Wireless Occupancy Sensor and Wireless Door Sensor are free from defects in materials and workmanship for a period of 2 years from the date of purchase, when installed and used in accordance with the product's installation instructions.

This is a return-to-base warranty: in the event of a suspected fault, the affected unit should be returned to Symphony Controls for inspection, repair, or replacement at our discretion.

Battery Life

The wireless Occupancy and Door Sensors are designed for a battery life of 10+ years under typical use. Battery life is dependent on usage patterns and is not covered under the 2-year return-to-base warranty, in the same way consumable items are typically excluded from equipment warranties.

The controller will indicate when a sensor's battery requires replacement via the 'Low Battery' LED — see the Wireless ALL|OFF Installation Manual for guidance on identifying and replacing a low battery.

What's Not Covered

- Damage caused by incorrect installation, misuse, or unauthorised modification
- Damage caused by use of non-Lithium batteries (Alkaline or Carbon batteries are not recommended and may leak)
- Normal wear and tear, including expected sensor battery depletion
- Damage caused by electrical surges, water ingress beyond the stated IP44 rating, or force majeure

Making a Warranty Claim

To make a warranty claim, please contact Symphony Controls with your proof of purchase, installation date, and a description of the fault. Our team will advise on next steps, including return-to-base instructions where applicable.

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