



Terms & Conditions

Turnkey Telemetry Kit & Assist

1. Bundle Purchase

The Turnkey Telemetry Kit is sold as a complete package. Items within the bundle cannot be substituted, exchanged, or swapped for other products.

2. Limited-Time Offer

Bundle pricing and availability are subject to change at Smithtek's discretion.

3. Warranty

All included hardware is covered under a 2-year warranty from the date of sale. Warranty terms are as per the Smithtek Warranty Policy.

4. Included Setup and Programming

The 2 hours of setup and remote programming includes:

- Programming of all onboard I/O for the included Mako PLCs.
- Configuration of the PassPort Gateway.
- Setup of the cloud dashboard.
- Supply of pre-configured programs for the Mako PLCs.

The setup must be scheduled with a Smithtek technician. Availability is at Smithtek's discretion and requires at least 4 days' notice. This setup does not include programming or configuring third-party hardware, external devices using communication protocols (e.g., Modbus), or any services outside of Smithtek's provided products.

To make the most of the 2-hour setup, customers should have a clear understanding of their application requirements. This helps Smithtek focus on the key tasks needed to provide the most effective assistance.

5. Exclusions

The Turnkey Telemetry Assist does NOT include:

- Reviewing or designing electrical schematics and drawings.

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- Onsite installation or commissioning services.
- Integration with third-party platforms, software, or networks outside of Smithtek's system.

6. Liability

Smithtek is not responsible for system failures, operational disruptions, or financial losses resulting from improper installation, misuse, or modifications made by the customer or third parties.

7. Technical Support Beyond 2 Hours

Any additional setup, programming, or technical support beyond the included 2 hours will be charged at Smithtek's standard service rates. This includes debugging or revisiting previous setup work if the customer has made changes or has not followed the instructions provided. Smithtek is not responsible for issues arising from modifications, incorrect installations, or third-party integrations after the initial setup period. Any further assistance will be provided as a billable service.

8. Software and Cloud Subscription

The included cloud subscription is for 12 calendar months ONLY from the date of activation. Renewals are the responsibility of the customer. Cloud services rely on internet connectivity and network infrastructure, which are outside of Smithtek's control. See main T's & C's for more around this.

9. Order Cancellation & Refunds

Once purchased, the Turnkey Telemetry Kit cannot be returned for a refund unless the product is faulty as per the warranty terms.

Smithtek Pty Ltd

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