Laser 10" Screen Portable DVD Player



Please read carefully before use



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IMPORTANT SAFETY INSTRUCTIONS AND PRECAUTIONS

IMPORTANT SAFETY INSTRUCTIONS AND PRECAUTIONS

- Read all instructions carefully before use.
- Retain manuals for future reference.
- Use this product only in the manner described.
- Only use a water-dampened soft-cloth to clean the surface of this product.
- Use electronic devices in well ventilated areas & not exposed to excess vibration.
- The following will damage this product: any liquid such as water or moisture, extreme heat, cold, humidity, dusty or sandy environments.
- Only place this device on stable surfaces and ensure that any attached cables are secure and will not cause the device to fall.
- There are no user serviceable parts in this product.
- Un-authorized attempts to dismantle or repair this product will void product warranty and may result in dangerous electric shock.
- Do not use this product if you are in control of dangerous machinery such as a motor vehicle.
- Remove any power or data cords by pulling them from the plug and not the cord.
- Using this device near other electronic devices may cause interference.
- Do not open the drive door while disc is spinning.
- Ensure that the Portable Dual DVD player is installed in accordance to with the instructions and illustrations provided in this manual.
- It is the responsibility of the driver of the vehicle to ensure that this product is installed and used in compliance with all Federal and State laws governing products of this type.
- Mount this product with thought for other motorists to reduce the amount of distraction that they may provide to other road users.
- We reserve the right to make changes to this document and/or the product with out notification.



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CARE OF DISCS

CLASS 1 LASER PRODUCT



Laser product symbol: located on the rear panel of the unit indicates that this player is a class 1 laser product; it uses only weak laser and no hazardous radiation outside of the unit.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operation and maintenance (servicing) instruction in the literature accompanying the appliance

CARE OF DISCS

- Do not place discs near any heat source such as direct sunlight or areas or high humidity.
- Do not touch the readable area or the disc (underside). Always hold discs by the edges.
- Do not use adhesive tape on the disc.
- Do not use commercial cleaner liquids on the discs as they may cause damage.
- Do not leave discs in a vehicle that may be subject to strong direct sunlight as the heat build up in the vehicle may damage the discs even if stored in shaded areas.
- To clean the disc, always use a very soft damp cloth and wipe from the inside to the outside of the disc.
- Always return the disc to its enclosure when finished with.





Wipe discs with a soft damp cloth and allow to dry before placing disc in the players tray.

Never use alcohol, paint thinner or benzene to clean discs.



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WHAT'S IN THE BOX

WHAT'S IN THE BOX

1 X Remote control (with battery)
1 X 110-240VAC mains power adaptor
1 x Earphones

Please check the contents of the packaging carefully.

THE PLAYER





Item	Description	Item	Description
1	Stop Button	14	Setup Button
2	Left / Fast Forward	15	Audio Button
3	TFT On / Off	16	DVD / SD / USB
4	Volume -	17	Drive Access Button
5	Menu button	18	IR Sensor
6	Mode Button	19	Power LED
7	Play / Pause Button	20	12VDC Input
8	Up / Previous Button	21	Main Power ON / OFF Switch
9	Right / Fast forward	22	AV in
10	OK / Confirm Button	23	3.5mm AV Output
11	Down / Next Button	24	3.5mm Stereo Headphone Output
12	Mute Button	25	SD / MMC / MS Card Slot (SDHC
12			Compatible)
13	Volume +	26	USB Host Port



INSTALLATION

INSTALLATION

Indoor Use

- 1. Locate a spare mains outlet and turn it OFF.
- 2. Plug the supplied AC adaptor in to the outlet.
- 3. Connect the other end to the 12VCD input socket.
- 4. Turn the main outlet ON.
- 5. Turn the main Power Switch on the Player to the ON position.



In-car use

- 1. With the vehicle ignition off, connect the supplied DC adaptor to the vehicle power outlet.
- 2. Connect the other end to the DC power input on the side of the DVD player.
- 3. Turn the vehicle ignition to ON or ACC to power the outlet and slide the DVD player power switch to the ON position.

Note: Care should be take with all cable and connections with the DVD player. Please ensure that there is no tension on any connection as this may damage the units. Tidy any excess cabling to trip hazards that may damage the player.



PLAYBACK

PLAYBACK

The Remote Control



Item	Function
1	Power
2 3	DVD/SD/USB
3	Number Pad
4	10+
5	DVD Setup
6	Up/Down/Left/Right
7	ОК
8	Audio
9	Fast Rewind
10	Fast Forward
11	Mode
12	Angle
13	Mute
14	Display
15	Repeat
16	A-B repeat
17	Search
18	Stop
19	Program
20	Volume +
21	Zoom
22	Volume -
23	Pause / Play
24	Subtitle
25	Next
26	Previous
27	Power On / Off
28	DVD Title Menu



PLAYBACK

Key Functions

Program VCD, Audio CD or DVD discs. Fast Forward/Rewind Use to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds. Mute Mutes the Audio Output on the Player. Volume +/- These buttons are used to increase or decrease the Audio Output. Audio Select available audio language for the DVD.	Button	Action
DVD/SD/USBUse Up/Down/Left/Right button to navigate and the OK button select.SetupEnter or Exit the setup menu.Number PadUse to enter an item in a menu or to enter a password.OK (Confirm)Press to select an option or validate a setting.A-B RepeatUse to select a portion of Video/Audio to repeat.PreviousPress to skip to the previous chapter or track.NextPress to skip to the next chapter or track.NextPress to start playback or to pause playback.StopPress to stop playback.ProgramThis button is used to program the favourite songs or chapters when usin VCD, Audio CD or DVD discs.Fast Forward/RewindUse to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds.MuteMutes the Audio Output on the Player.Volume +/-These buttons are used to increase or decrease the Audio Output.AudioSelect available audio language for the DVD.	Power	Switches the player ON or OFF
SetupEnter or Exit the setup menu.Number PadUse to enter an item in a menu or to enter a password.OK (Confirm)Press to select an option or validate a setting.A-B RepeatUsed to select a portion of Video/Audio to repeat.PreviousPress to skip to the previous chapter or track.NextPress to skip to the next chapter or track.Play/PausePress to start playback or to pause playback.StopPress to stop playback.This button is used to program the favourite songs or chapters when usin VCD, Audio CD or DVD discs.Fast Forward/RewindUse to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds.MuteMutes the Audio Output on the Player.Volume +/-These buttons are used to increase or decrease the Audio Output.AudioSelect available audio language for the DVD.	םארו/ מארע אינ	Press to cycle between DVD (Optical Disc), Card reader or USB drive.
Number PadUse to enter an item in a menu or to enter a password.OK (Confirm)Press to select an option or validate a setting.A-B RepeatUsed to select a portion of Video/Audio to repeat.PreviousPress to skip to the previous chapter or track.NextPress to skip to the next chapter or track.Play/PausePress to start playback or to pause playback.StopPress to stop playback.This button is used to program the favourite songs or chapters when usin VCD, Audio CD or DVD discs.Fast Forward/RewindUse to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds.MuteMutes the Audio Output on the Player.Volume +/-These buttons are used to increase or decrease the Audio Output.AudioSelect available audio language for the DVD.	DADI 2DI 02D	Use Up/Down/Left/Right button to navigate and the OK button select.
OK (Confirm)Press to select an option or validate a setting.A-B RepeatUsed to select a portion of Video/Audio to repeat.PreviousPress to skip to the previous chapter or track.NextPress to skip to the next chapter or track.Play/PausePress to start playback or to pause playback.StopPress to stop playback.ProgramThis button is used to program the favourite songs or chapters when usin VCD, Audio CD or DVD discs.Fast Forward/RewindUse to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds.MuteMutes the Audio Output on the Player.Volume +/-These buttons are used to increase or decrease the Audio Output.AudioSelect available audio language for the DVD.	Setup	Enter or Exit the setup menu.
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Stop Press to stop playback. Program This button is used to program the favourite songs or chapters when usin VCD, Audio CD or DVD discs. Fast Forward/Rewind Use to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds. Mute Mutes the Audio Output on the Player. Volume +/- These buttons are used to increase or decrease the Audio Output. Audio Select available audio language for the DVD.	Next	Press to skip to the next chapter or track.
Program This button is used to program the favourite songs or chapters when usin VCD, Audio CD or DVD discs. Fast Forward/Rewind Use to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds. Mute Mutes the Audio Output on the Player. Volume +/- These buttons are used to increase or decrease the Audio Output. Audio Select available audio language for the DVD.	Play/Pause	Press to start playback or to pause playback.
Program VCD, Audio CD or DVD discs. Fast Forward/Rewind Use to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds. Mute Mutes the Audio Output on the Player. Volume +/- These buttons are used to increase or decrease the Audio Output. Audio Select available audio language for the DVD.	Stop	Press to stop playback.
Fast Forward/Rewind Use to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X norm playback speeds. Mute Mutes the Audio Output on the Player. Volume +/- These buttons are used to increase or decrease the Audio Output. Audio Select available audio language for the DVD.	Drogram	This button is used to program the favourite songs or chapters when using
Past Forward/Rewind playback speeds. Mute Mutes the Audio Output on the Player. Volume +/- These buttons are used to increase or decrease the Audio Output. Audio Select available audio language for the DVD.	FIOylalli	VCD, Audio CD or DVD discs.
Playback speeds. Mute Mutes the Audio Output on the Player. Volume +/- These buttons are used to increase or decrease the Audio Output. Audio Select available audio language for the DVD.	East Forward/Powind	Use to Fast Forward or Rewind at Speeds of 2X, 4X, 8X, 16X and 32X normal
Volume +/-These buttons are used to increase or decrease the Audio Output.AudioSelect available audio language for the DVD.	Tast TOT war u/ Newinu	playback speeds.
Audio Select available audio language for the DVD.	Mute	Mutes the Audio Output on the Player.
	Volume +/-	These buttons are used to increase or decrease the Audio Output.
DVD Title Return to Disc Main Menu.	Audio	Select available audio language for the DVD.
	DVD Title	Return to Disc Main Menu.
Display Shows information about the current disc.	Display	Shows information about the current disc.
Zoom. Enlarge the image 2X ~ 4X the size of the original image.	Zoom.	Enlarge the image 2X ~ 4X the size of the original image.
Search Select a title, chapter, track, title time or tracking Time.	Search	Select a title, chapter, track, title time or tracking Time.
Angle Display the available angles for discs containing multi-angles.	Angle	Display the available angles for discs containing multi-angles.

Note: Remove the plastic sheet before using the remote control.



Loading and Playing a Disc.

- 1. After connecting power to the DVD Player, push the Power On/Off switch to the "on" position.
- 2. Place a disc gently into the tray.
 - You should hear and feel the disc snap firmly into place.
 - Place a disc into the tray with the disc's label facing up.
- 3. Close the DVD cover until it clicks shut. The unit will now load disc and commence playback.
- 4. Stopping Play.

Press the STOP (
Button during play.



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PLAYBACK

5. Play/Pause.

Press the Play/Pause () button on the remote during play to pause playback.

To resume, Press the Play/Pause () button once again.

6. Fast Forward/Fast Reverse

Press Fast Forward or Fast Reverse to achieve the place you desired with speed adjustable during 2X, 4X, 8X, 16X, 32X times.

7. Menu

A DVD is divided into sections called titles and chapters. When you play a DVD, a root menu of the disc will appear on the screen of your DVD player. The contents of the menu vary from disc to disc. Press MENU during playback to display the menu.

Display

Playing Time and Remaining Time

A. During playback, press the "DISPLAY" button to display the current Title Number, the total Number of Title, The current Chapter Number, The total Number of Chapters, and the Playing elapsed Time for the title. The heading will disappear automatically after 3 seconds if DISPLAY button is not pressed.



B. Press "DISPLAY" constantly to choose the options below in sequence.

Title Elapsed: The elapsed time of the title.

Title Remain: The remaining time of the title.

Chapter Elapsed: The elapsed time of the chapter.

Chapter Remain: The remaining time of the chapter.

Display off: The DVD's time information will not be displayed.

Title Elapsed Title Remain Chapter Elapsed Display Off



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Subitle 01/02

PLAYBACK

DVD-PORTABLE-10 USER MANUAL

Angle

During playback of a disc, press the "ANGLE" button to display the available angles for discs containing multi-angles, with the current angle number and the total number of angles displaying. Press "ANGLE" to select another angle, then press again to exit and return to the normal viewing angle. The angle display will disappear automatically if the "ANGLE" button is not pressed again within 3 seconds.

Note: Not all discs contain this feature.

Subtitle

During disc playback press "SUB" to select the subtitle language you desire, with the current Subtitle Language Number and the total Number of Subtitle Languages displayed. If there are multiple languages press "SUB" again to select another subtitle language. To turn subtitles OFF, press the "SUB" button until "Subtitle Off" is displayed. The Subtitle display will disappear automatically if the "SUB" button is not press again within 3 seconds.

Note: Some DVDs only allow access to this function through DVD Menu.

Audio

During playback press "AUDIO" to select the audio language you desire, with the current Audio Channel Number and the total number of Audio Channels displayed. Press "AUDIO" again to select another audio language. The audio display will disappear automatically if the "AUDIO" button is not pressed within 3 seconds.





Audio 1/2:AC35.1CH

PLAYBACK

Zoom

During playback press "ZOOM" to enlarge the picture by 2X, 3X or 4X with the current zoom multiple



A-B Repeat

- **A.** During playback press a first time "A-B" to set the Starting Point A.
- **B.** Press "A-B" a second time to set the Ending Point B and player will repeatedly play the part between Point A and Point B.
- **C.** Press "A-B" a third time to cancel "A-B" repeat and resume normal playback.



ALL Repeat

During playback press "REPEAT" constantly to see the repeat mode as right.

Chapter → Title off ← All ← Chapter: Repeat the current chapter. Title: Repeat the current title. All: Repeat all chapters and titles. Off: Resume normal playback.





PLAYBACK

Playback MP3/MPEG-4 Disc

When a MP3/MPEG-4 disc is inserted into the unit, the menu screen appears automatically. You can use the menu screen to select your desired folders and songs or the system plays the songs in the order they were burned onto the disc.

- **1.** Press the \blacktriangle or \blacktriangledown button to choose a folder from the folder list.
- **2.** Press "OK" to select the highlighted folder. The songs available under the folder will be listed.
- 3. Use ▲ or ▼ button to choose a song from the list. Press "OK" to select and begin playback of the highlighted song.
- 4. Use the ►► button to move to the next song. Press the ►► button to move to the beginning of the previous song.
- **5.** Press the \blacktriangle button to select the current folder and press "OK" to confirm. Then you can back to the folder list.

Playback of DIVX content

The DIVX format is capable of holding high quality video and sound in a highly compressed file format. File types such as AVI are typically able to hold more data in a smaller file. For example (as below) a 1.5 hour DVD file coded in MPEG-2 takes up space between 1.5 and 2.0GB. Where as, if it was coded in DIVX, the file would only be between 600 and 800MB.

1.5 hours file	MPEG-12 Format	DIVX Format
DVD(MPEG-2)	About 1.5-2GB	About600-800MB
VCD(MPEG-1)	About 800MB- 1 G	About 200-300 MB

Comparing MPEG-1, MPEG-2 and MPEG-4

	MPEG-1	MPEG-2	MPEG-4
Speed(kb/s)	1380kb/s (352x288)	6500kb/s (720x576)	880kb/s (720x576)
Video quality	Good	Excellent	Perfect
Hardware requirement	Low	Middle	High

However depending on how the file was encoded, compatibility may still be and issue with certain types of DivX or MP4 type files.

We highly recommend that Files be tested and "Trial & Error" be used to find the best compromise between quality and file size for encoded files.



SYSTEM SETUP

Play USB and SD/MMC/MS Card

- 1. Plug in the USB device noting correct orientation. Press [DVD/SD/USB], then choose USB to select the content.
- 2. Insert a memory card to the SD/MMC/MS slot. Press [DVD/SD/USB] and select SD to play memory card.

SYSTEM SETUP

- 1. Press "SETUP" on the remote to bring up the SYSTEM SETUP MENU.
- 2. Press the ◀ or ▶ buttons to go to or return to the required settings page.
- 3. When the required page is shown press the "OK" button to enter the page.
- 4. Use the ▲ or ▼ buttons to navigate to the feature to be changed and then press the ▶ button to enter the submenu.
- 5. Use the ▲ or ▼ buttons to select the submenu item and then press the "OK" button to confirm.
- 6. Press the ◀ button to return to the previous menu or press the "SETUP " button to close the Setup Screen.

Note: Not all discs contain these features. Some features are disc dependent.

General Setup Page

TV Display

- **4:3:** When the player outputs signal to a normal monitor or TV. Wide-screen images are shown on the screen. But with some parts cropped automatically.
- Normal / LB: Normal/LB: When the player outputs signal to a normal monitor or TV, a normal picture is shown on the screen with a black strip at both the top and bottom of the screen.
- **16:9:** Wide: When the player outputs signal to a wide screen monitor or TV, a wide picture is shown on the full screen.

Angle Mark

- **ON:** The screen will show the angle mark icon. (If an angle option is available).
- **OFF:** The screen will not display the Angle Mark.



SYSTEM SETUP

OSD Language

You can choose one out of several different languages as the OSD setup language

Captions

- **ON:** Captions are displayed. (If an captions available).
- **OFF:** The screen will not display captions.

Screen Saver

- **ON:** Enables screen saver.
- **OFF:** Disables screen saver (off).

Note: The DVD player will enter the Screen Saver mode after approximately five minutes if the same image remains on the screen.

Last Memory

- **ON:** The unit will return to the last position on the disc.
- **OFF:** The unit will not return to the last position on the disc.

Audio

Speaker Setup

- **Downmix** LT/RT RIGHT/LEFT Channel: Mixes a 5.1 Ch audio signal to 2 audio channels and then outputs to the left and right speakers.
 - Stereo Outputs a stereo signal to the left and right speakers.

Dolby

Dual Mono

- Stereo: Left/Right channel audio will be played back by the Left/Right speakers.
- L-Mono: Playback of Left channel audio only.

SYSTEM SETUP



- **R-Mono:** Playback of Right channel audio only.
- Mix Mono: Both Left/Right channels are mixed to one mono channel.

Dynamic

Use this mode to level all sound channels to ensure even sound levels.

- 1. Press The OK Button to enter.
- 2. Use the \blacktriangle or \checkmark buttons to adjust the dynamic range as required.
- 3. Press the OK Button aging to confirm the adjustment.

Video

Adjust the image quality.

- 1. Use the ▲ or ▼ buttons to select the option to change and the press the "OK" button.
- 2. Press the ◀ or ▶ buttons to adjust the setting and then press the "OK" button to confirm the changes.

Options are

- Sharpness.
- Brightness.
- Contrast.

Preferences

The Preferences page cannot be accessed if a disc is in the player. Please remove any disc before accessing this page.

TV Type

Used for settings the Video format output if the player is connected to an external display.

- **PAL:** Video output is PAL only.
- **Multi:** Video output is as per source material.
- **NTSC:** Video output is NTSC only.

Audio

Sets the default Audio language of DVDs played on this player.



SYSTEM SETUP

Subtitle

Sets the default Language of the Subtitles of DVDs played on this play.

Disc Menu

Sets the default Language of the DVD Menu of DVDs played on this play.

NOTE: Audio, Subtitle and Disc Menu settings are subject the availability of your selection on the DVD.

Parental

Select the parental level you desire for disc with lock-out function or multiple rating levels. There are listed from the level (1 Kid Safe) to the highest level (8 Adult). The setting allows PLAYBACK to be restricted via password.

Note: This function will only work if the disc contains a parental control lockout.

Password

This function allows you to re-set a new password.

Note: You have to input the correct password to change the password setting. The default password is 136900

Default Used to reset the player to Original Factory Defaults.



TROUBLESHOOTING

TROUBLESHOOTING

Problem	Possible Solution
No sound or distorted sound?	 Make sure your DVD is connected properly. Make sure all cables are securely inserted into the appropriate jacks. Make sure the Audio is not muted.
No Power	Ensure that power connection is firmly seated in plug and there is power to the power supply.
Can't advance through a movie?	You can't advance through the opening credits and warning information that appears at the beginning of movies because the disc is programmed to prohibit that action.
The icon (⊘) appears on the screen?	 The feature or action cannot be completed at this time because: 1. The disc's software restricts it. 2. The disc's software doesn't support the feature (e.g., angles) 3. The feature is not available at the moment. 4. You've requested a title or chapter number that is out of range.
Picture is distorted?	 The disc might be damaged. Try another disc. It is normal for some distortion to appear during forward or reverse scan.
No forward or Reverse scan?	 Some discs have sections that prohibit rapid scanning or title and chapter skip. If you try to skip through the warning information and credits at the beginning of a movie, you won't be able to. This part of the movies often programmed to prohibit skipping through it.
IR sensor inoperative?	 Ensure that the batteries in the remote are fresh. Ensure that the remote sensor eye is not obstructed. Ensure that the infrared transmitter is affixed over the sensor eye of the component to be controlled.
Disc won't play?	 Insert a disc with the label side facing up. Check the type of disc you put into disc tray. This DVD only plays digital video discs, audio CDs and MPs.
Play starts, but then stops immediately?	 The disc is dirty. Clean it. Condensation has formed. Allow player to dry out.



TROUBLESHOOTING

Change the Remote Control Battery

- **1.** Open the Battery Door.
- 2. Insert one CR2025 size battery.
- **3.** To use the remote control, point it at the remote sensor on the player.



Charging the DVD Player

In the first instance the player should be left on charge for 12 hours.

Regular charging can be completed in 5 hours.

Connect the player to the AC charger or DC charger. The player will charge when connected.

Although the player will charge during playback, the player can be turned off to decrease charging times.

SPECIFICATIONS

DVD Player

Compatible Disc:	DVD/VCD/CD/MP3/JPG/MPEG-4
Signal System:	PAL/NTSC
Screen Size:	10 Inch (254MM)
Frequency Response:	20 Hz to 20 KHz
Video Output:	1 Vp-p/75 Ohm, Unbalanced
Audio S/N:	Better than 60 dB
Dynamic range:	Better than 85 dB
Laser:	Semiconductor Laser, Wave Length: 650 nm/795 nm
Power source:	DC 9 – 12V 1.5 amps
Power Consumption:	15W
Battery Type	7.4V Li Ion 1600mAh
Charge Time	Up to 5hrs
Playback Time	Approx 2 hours
Working temperature:	5 - 40°C
Weight:	872 grams Without remote, discs or cables
Dimensions (LxWxH):	260mm X 170mm X 40mm



AVAILABLE ACCESSORIES

AVAILABLE ACCESSORIES

Speakers and earphones http://www.laserco.net/products/pc-accessories/speakers

Screen Cleaning Products and Protectors http://www.laserco.net/products/pc-accessories/detail/5/208 http://www.laserco.net/products/pc-accessories/pc-accessories/detail/14/60 http://www.laserco.net/products/pc-accessories/pc-accessories/detail/14/59

FOR OTHER ACCESSORIES AND PRODUCTS

http://www.laserco.net

CONTACT INFORMATION

For more information on this product and technical support please visit HTTP://WWW.LASERCO.NET



Warranty Against Defects

Laser Corporation Pty Ltd ("Laser") warrants your new product to be free from defects in materials and workmanship for 12 months, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. The benefit of this warranty is in addition to your rights under the Australian Consumer Law and to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Through a network of retailers and resellers, Laser will provide you with your choice of a refund, repair or exchange (where possible) for this product if it becomes defective within the warranty period. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, normal wear and tear, neglect or improper storage. Please retain your receipt as proof of purchase

How to make a product warranty claim:

Step 1: Find your receipt which proves the date of purchase. Where the date of purchase cannot be verified, your place of purchase or Laser will make an assessment based on the date of manufacture, the condition of the Laser Product and the type of defect.

Step 2a): Contact your place of purchase. They will assess the nature of the fault and refund or replace the product as per their store refund or warranty policy.

Step 2b): If your place of purchase cannot be contacted, then you can contact Laser . Customer Service with details of your defective Laser Product: Phone: (02) 9870 3355; or Email: <u>service@laserco.com.au</u> or online <u>www.laserco.net/support/warranty</u> (click on "Consumers (End Users)"). Our business address is at 1/6-8 Byfield Street, North Ryde, NSW

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Step 3: Laser . will issue you with a Return Authorisation (RA) number within 48 hours. When requested, send us the defective Product and a copy of your receipt. Laser will cover the cost of the return delivery.

Step 4: Wait for us to contact you. Once we have received your defective Laser Product for inspection, we will inform you of our assessment of your claim within 7 days. When we contact you, we will firstly let you know whether you have a valid claim under this Warranty, and if so, we will inform you whether your defective Laser Product will be replaced or repaired, together with the number of days you can expect to wait to receive your replaced or repaired Laser Product.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



