

Av-Gad Technical Support in Australia

Support Contact Information

Dear Australian Customer,

We are grateful for your Av-Gad products choice.

Before you contact the support centers, we recommend to carefully read your installation alarm panel and keypad manuals.

When handling the PCB consider static electricity discharge that can damage sensitive chips. It's also advised not to wire up the system with power on.

For your support inquiries, please be sure to have the product item code, keypad type and software version.

For software version refer to the label located on the main processor chip located in the printed board (PCB) center.

For the up and download software pack please contact Electus stores, you cannot download it from our site.

For Electus Distribution (Jay Carr) customers that require technical support call the Australian mobile number:

040 764 4403 or e-mail to Mr. Fred Lever.

E-Mail: Fred Lever <flever@electusdistribution.com.au>

For further details contact the store you purchased from.

Av-Gad Systems Ltd.

Technical Support Department

www.av-gad.com

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