

Terms & Conditions

The following terms & conditions apply to all purchases made from BellMe and are non-negotiable.

Payment Terms

BellMe will only release goods after full payment has been received and reflects in BellMe's bank account.

There will be NO EXCEPTIONS of any kind.

Lead time on Stock

Should an order need to be placed for the required equipment, BellMe has a lead time of 14-21 working days after full payment was received for the delivery of all equipment.

If there are any delays in shipments, BellMe will inform the client of such.

In the event that all required equipment is available, the delivery may take place between 1-3 working days after full payment has been received and cleared.

Any delays in providing BellMe with the relevant programming information will, as a result, delay the delivery.

Limitation of Liability

BellMe will not be liable for any damages caused to equipment due to normal wear and tear, lightning, electrical supply surges, misuse, neglect, or damage to the equipment by others. We advise that you make use of surge protector plugs or a UPS to prevent any unnecessary losses. It is also the responsibility of the client to ensure they do not use any power supply other than what is supplied by BellMe as any Output higher than 12V will damage the equipment internally.

Wristwatches are to be charged with care and chargers should not be forced into the watch or wrapped around it, as this will damage the charging port as well as the charger.

Service Requirements

The client shall provide access to the property and departments needed to be reached for BellMe or any of its representatives to carry out the agreed-upon services.

If access is restricted and the required work cannot be completed due to this, the client will be liable to pay for an additional callout.

It is the client's responsibility to ensure that there are plug points available or made available for any equipment that needs to be plugged in, unless agreed otherwise, in writing.

Covered Services

The following services are available to the client without any additional payments:

- The initial Programming and Configuration of System (if quoted on and accepted by the client).
- Once-off training given to the respective person present on the day of installation. Should there not be anyone present to receive such training, the client may request a callout for this and be liable to pay for such a callout.
- BellMe will provide tutorial videos & support documents on products purchased upon request.

Warranty BellMe offers the following standard warranties on our products:

- B-A1-WL & B-A1-BC & B-A3 - 5 Years
- B-SW2 & B-SW-G33 - 2 Years
- B-99P & B-99E & B-99G - 2 Years
- B-USB Receiver - 2 Years
- B-901 Display Panel - 1 Year
- B-811 Smart Gateway - 1 Year
- B-650 - 1 Year
- B-Q4 - 1 Year

*Please note: If the equipment has been tampered with, the warranty will be void - NO EXCEPTIONS.

BellMe Reporting Software

The BellMe Reporting Software is free to anyone using the B-USB Receiver. The link to download the Software will be sent to you upon request.

The computer running the BellMe Reporting Software needs to have Windows XP or higher. This computer always needs to be switched on with the software program OPEN for it to capture the information (you can minimize the software but do not close it). It is the responsibility of the client to ensure that the computer does not go to "sleep".

*Please note that the BellMe Reporting Software used with the USB Receiver is different from W900 Desktop Software.

W900 Desktop Software

The Desktop Software is included in the purchase of the B-901 Display Panel for up to 500 transmitters. Should the client require the software to record more than 500 transmitters, a software upgrade can be purchased per PC/Laptop.

This software can also be purchased on its own without the use of a display panel.

The computer running the BellMe Reporting Software needs to have Windows XP or higher. This computer always needs to be switched on with the software program OPEN for it to capture the information (you can minimize the software but do not close it). It is the responsibility of the client to ensure that the computer does not go to "sleep".

USB Receiver

2-Year warranty.

In order to make use of the USB Receiver to record the response time, it must always be connected to a computer with the BellMe Reporting Software open.

The computer running the BellMe Reporting Software needs to have Windows XP or higher. This computer always needs to be switched on with the software program OPEN for it to capture the information (you can minimize the software but do not close it).

It is the responsibility of the client to ensure that the computer does not go to "sleep".

The USB Receiver will not capture the response time if Single Key Buttons are being used.

Signal Repeaters

1-Year warranty.

BellMe and its representatives can provide you with an estimation of how many (if any) signal repeaters might be needed on-site, however, the client understands and accepts that the only way to accurately know is to do a physical test on-site.

Signal repeaters are NOT waterproof and need to be plugged into a constant power source to work. In case of load shedding or power failures, the signal repeater has a backup battery that may last between 1 - 2 hours.

The warranty on the signal repeaters does not cover the backup battery.

Damage to the signal repeater due to a power failure or lightning is not covered in the warranty, thus we recommend you make use of surge protector plugs/UPS/Inverters.

It is the responsibility of the client to ensure that the relevant plug points are installed and made available for the signal repeaters. Should the plug points not be available on the day of installation, the client will be liable to pay for a separate callout to install the repeaters at a later date.

B-650 Wristwatch

1-Year warranty.

The watches are NOT waterproof and have to be recharged as they do run off a battery. The warranty on our watches does not cover the battery.

Damage to the watches due to a power failure or lightning is not covered in the warranty, thus we recommend you make use of surge protector plugs.

Should your watch be charging and you experience a power failure, there is a possibility that the watch may lose its memory if not protected by surge protector plugs and thus all buttons will need to be reprogrammed to it as there is no backup feature - this will then be done by the client or a callout may be logged and paid for.

The warranty also does not cover the wear and tear of the watch itself or the straps.

When charging the wristwatches, care must be taken by the client to not damage the charging ports and force the charger in too deep, or wrap the cable around the watch.

Damage to the charging port will not be covered by the warranty.

Display Panels

1-Year / 2-Year warranty.

We recommend that you make use of a UPS or Inverter or surge protector plugs for all display panels. Damage to the display panels due to a power failure or lightning is not covered in the warranty.

It is the responsibility of the client to ensure that no power cable with a higher voltage than what the display panel is supplied with is as this will damage the PCB boards internally. We recommend only using the power cables obtained from BellMe directly. Our power cables are 1m in length and can be extended by your electrician.

Should your display panel lose its memory due to a power failure or lightning and the buttons need to be reprogrammed, it will be the client's responsibility to do so, or a callout may be logged and paid for.

*The B-901 display panel is the only screen that has a backup feature and it is the responsibility of the client to ensure that they always have the latest backup file and an up-to-date spreadsheet of the programming information saved should anything ever happen to the display panel so that there will be no need for reprogramming. Any reprogramming that needs to be done, that is not due to technical faults, after initial sign-off will need a callout to be logged and paid for by the client.

Call Buttons

2-Year / 5-Year warranty

All BellMe Single Key Call and Cancel buttons as well as our A3, 3-Key buttons have a 5-year warranty and are 100% waterproof.

The BellMe buttons have been designed with a soft press thus you need not apply very much pressure on the button to press it. We recommend that when pressing the button, you press and hold down the button for at least a second. Do not just "tap" the button when pressing.

The warranty on our buttons does not cover the battery - the battery may last 1 - 2 years, depending on use. We recommend the client does regular checks to ensure low batteries are detected in time.

Any wear and tear on the buttons, such as the rubber tearing due to people pressing it with their nails, etc, are also not covered by the warranty.

It is the responsibility of the client to conduct regular tests on the system after sign-off.

Refunds

BellMe offers a 7-day money-back guarantee and will only process refunds, excluding courier fees, if the condition of the equipment is still the same as when received.

*Depending on various aspects, certain large purchases will not be legible for refunds.

Installations

Installations can be done by the client themselves if they wish, however, should they require installation to be done by BellMe or any of BellMe's representatives it is the responsibility of the client to ensure that all required plug points are installed and made available on the day of installation.

The installation shall be quoted to the client and will only commence once accepted by the client and full payment has been received by BellMe.

The client is to ensure that any of BellMe's representatives have access to all areas required for the installation without any delays.

Should there be any delays with granting access or providing information required on the day of installation, the client will be liable for an additional callout at a later date. All programming information and requirements should be provided to BellMe or their representatives before installation commence.

It is the responsibility of the client to ensure that there is someone on-site at all times to receive any training or instructions and to provide the final sign-off on the day of installation.

IMPORTANT NOTE

As the BellMe Nurse Call System is wireless and the buttons use batteries, there is no self-check mechanism in place and we recommend that you test the system at least once a month to ensure that you do not experience any incidents where a button is pressed but the alert is not received due to a flat battery.

BellMe will not be held accountable for any damage or loss of any kind that may occur while the system is offline or not fully operational due to something out of our control.

Procedure to follow should you experience any faults

In the unlikely case that you do experience any faults with your display panel or buttons, we require that you kindly record a video of what you are experiencing so that we may forward that to our manufacturers and in doing so, speed up the process of getting to the bottom of the fault.

Depending on stock availability, we can provide you with a loan unit while we collect and inspect your equipment. Based on our findings we may repair or replace your unit. Should the fault be due to negligence or wear & tear, the client will be charged for the repair and courier fees.