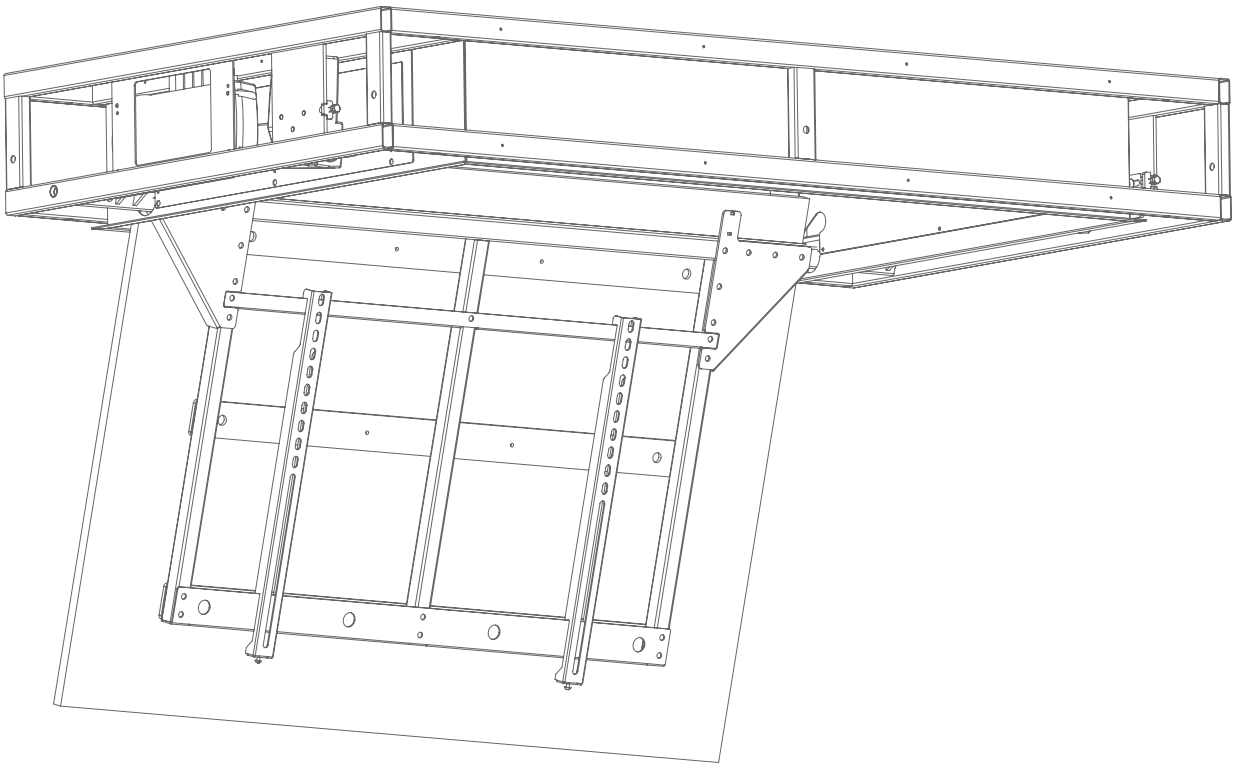
PRODUCT MANUAL

Spartan Ceiling Tilt



ULTRALIFT AUSTRALIA

AUTOMATED AV SOLUTIONS

CAUTION

Safety Warning

Moving Parts:
Do not obstruct operation of mechanism with fingers or any object. Injury or damage could result. If adjusting the limits, do so prior to wiring into control systems.

Risk of Electrocution:
Do not connect any power to the lift until installation is complete.
Attach the display panel after the lift has been properly installed and tested.
Unit operates on a 240V with a current draw of 1A.

Wear a Hardhat:
During installation this product or parts of it may move in unexpected ways. Wear a hardhat to ensure safety at all times.

Wear Protective Eyewear:
During installation this product or parts of it may move in unexpected ways. Wear protective eyewear to ensure safety at all times.

Be Prepared:
Organise your mounting hardware and have the necessary tools readily accessible before installation.

Do not expose to extreme temperatures or corrosive materials.
Minimize exposure to the elements.
This will void your warranty and reduce the life of the product.

This product should only be installed by a qualified technician.
It may be illegal to install this product in your region if you are not a licensed technician . Doing so will also void your warranty.

Table of Contents

Parts List	4
Screw Kit	5
Spartan Diagram	6
Spartan Trim Kit Diagram	7
Pre Installation Preparation	8
1. Installation	9
• **Installation into Ceiling Cavity with Plenty of Space**	10-15
• **Installation into Ceiling Cavity with Limited Space**	16-21
2. Mounting the display	22-23
3. Cable management	24
4. Adjusting the limits / jacking plate	25
5. Remote control operation	26
6. Wiring	27
7. Automating the Spartan	28
Specifications	29
Warranty and Returns Policy	30-31

Thank You

Thank you for purchasing this Ultralift product. We are sure you will enjoy this unit for years to come. Before installing, operating or adjusting this product, please read this instruction book carefully and completely.

Parts Checklist

When you receive this product, please do the following to ensure you have all of the needed components included in the package.

- Open the carton & inspect for damage
- Locate the following parts:

- 1 — Spartan Ceiling Tilt (Complete with pre-wired IR kit)
- 1 — IR hand held remote control
- 1 — 4-sided Trim Kit
- 1 — Screw Kit (See Next Page)

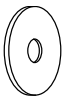
Screw Kit: Spartan

A
M4 Pan Phillips screws
(16mm Long)
Quantity: 4
For fastening certain Screens to Hanging Rails

B
M5 Pan Phillips screws
(16mm Long)
Quantity: 4
For fastening certain Screens to Hanging Rails

C
5.3 x 20 x 1.25 Washers
Quantity: 8
To fasten Screens to Hanging Rails.
For use with:
M4x16 Pan Phillips screws (A) - 4 required or
M5x16 Pan Phillips screws (B) - 4 required

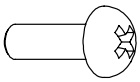
Different Screws (A,B,D,F) are used depending on the screen you have.



D
M6 Pan Phillips screws
(16mm Long)
Quantity: 4
For fastening certain Screens to Hanging Rails

E
7.4 x 20 x 1.25 Washers
Quantity: 4
For use with M6x16 Pan Phillips screws (D)

F
M8 Pan Phillips screws
(25mm Long)
Quantity: 4
For fastening certain Screens to Hanging Rails



G
Cable Ties
Quantity: 6

For cable management to keep leads tidy

H
M8 Coach Screw
(50mm Long)
Quantity: 4
To fasten Spartan to in-ceiling Timber Beams

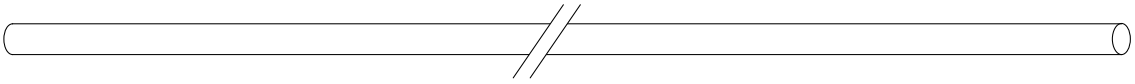
I
Motor Key
Quantity: 1

Used to adjust motor limits.

J
M8 Nuts
Quantity: 12
Used with 8mm All Threaded Rod to fasten Spartan to concrete slab inside ceiling

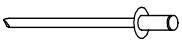
K
M8 Washers
Quantity: 12
Used with M8 Nuts (shown left) to fasten Spartan to concrete slab inside ceiling

L
8mm All Threaded Rod (1000mm Long) - To fasten Spartan to concrete slab above ceiling cavity
Quantity: 4

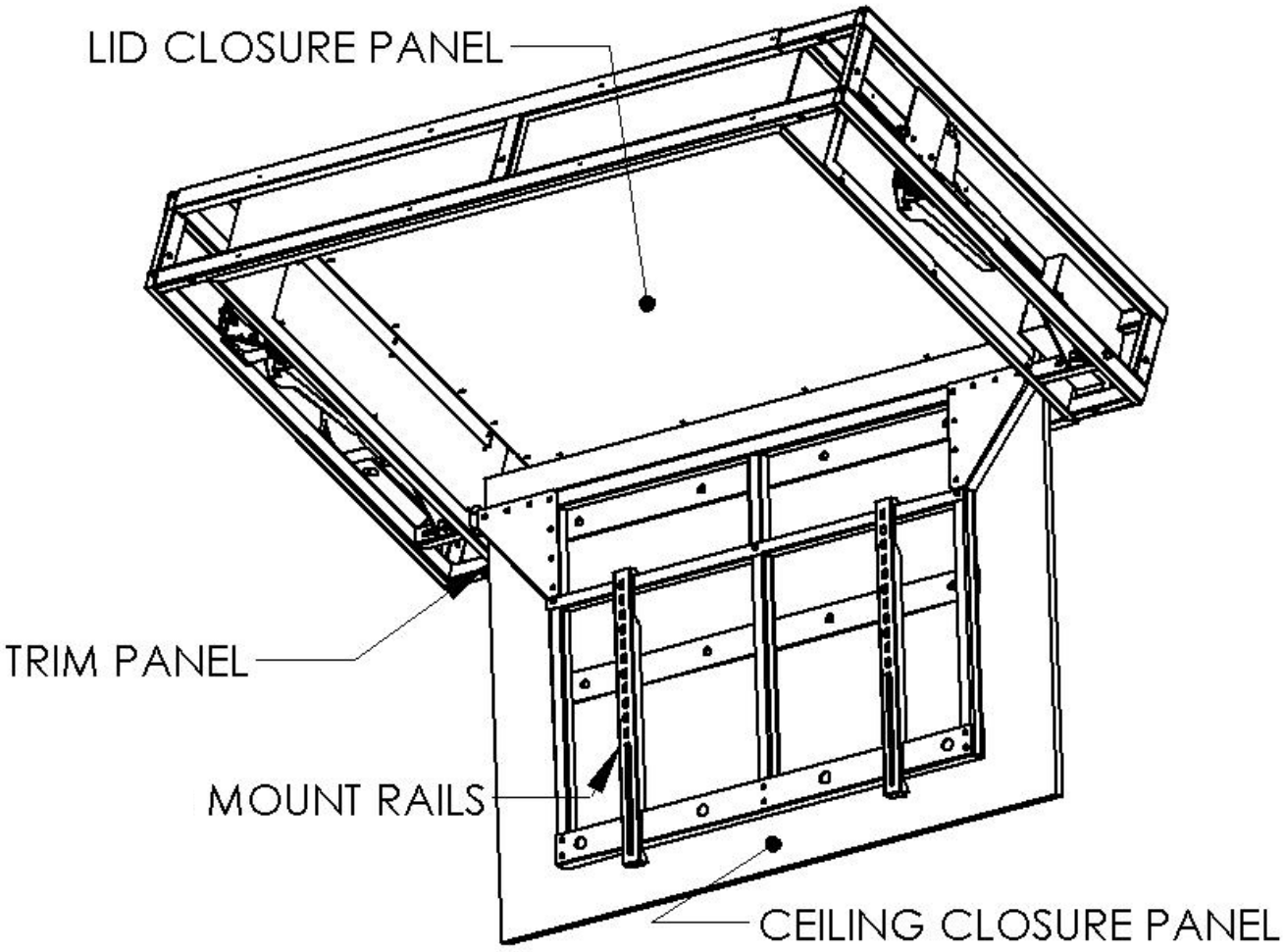


M
White Rivet
Quantity: 12

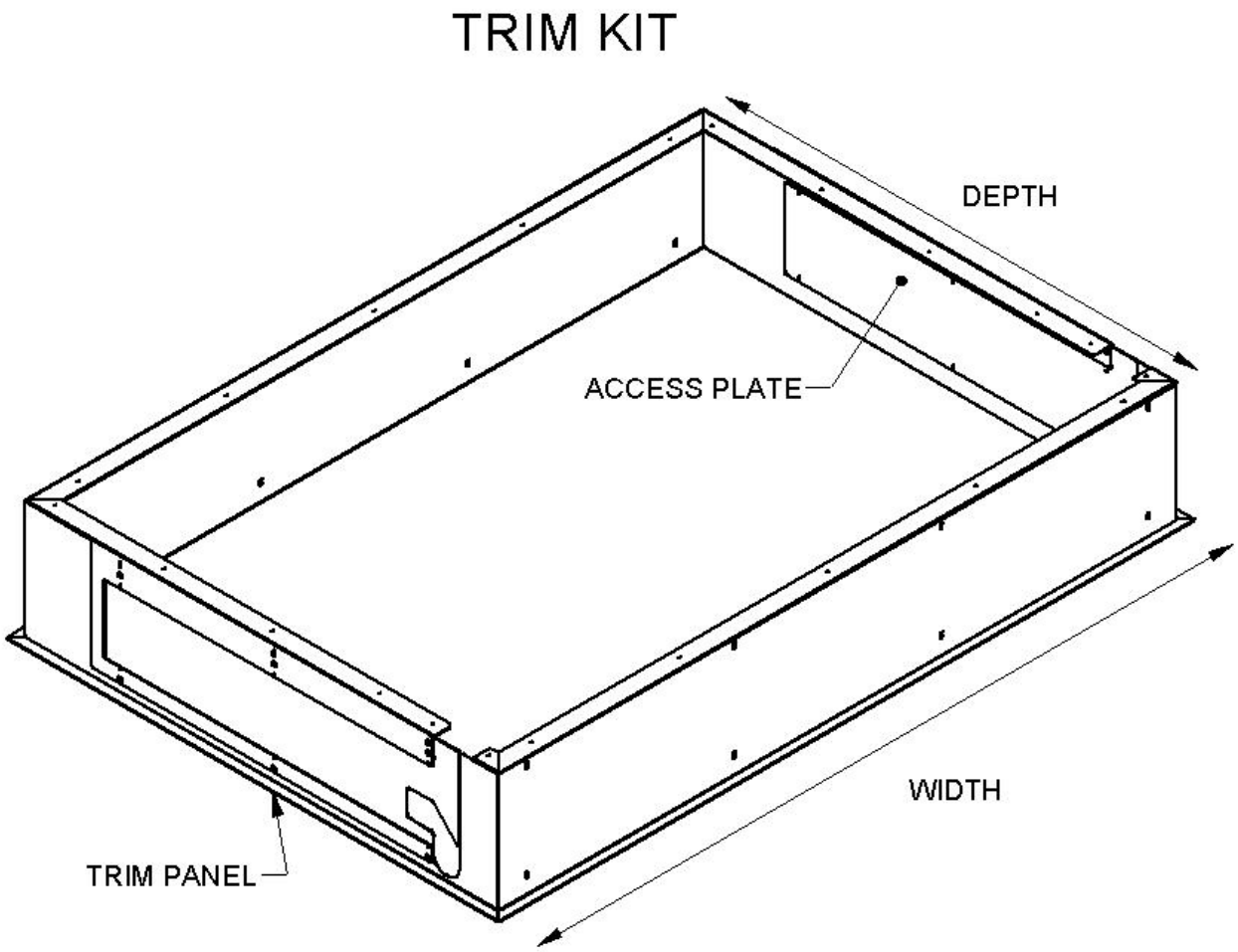
Used to install Ceiling Trim Kit



Spartan Diagram



Spartan Trim Kit Diagram



Model	Description	Dimensions—Face to Face (mm)	
		Width	Depth
Spartan 42	Trim Kit for Spartan 42”	1147	801

Pre-Installation Preparation

Before Installing

- When choosing your lift, keep in mind variances of the display panel size due to things like speakers on the side, top or bottom. These can increase the size of the lift that you will need. Check that the screen is not larger than the maximum screen size allowed (See specifications on page 28).
- Check above the ceiling for obstructions (i.e. water pipes, cables and duct work) before beginning installation.
- After establishing the correct location for the lift and display panel, cut a hole in the ceiling at the size listed on the following page.
- Organise a qualified trades person to frame up the roof to accommodate the Spartan so that it can be mounted in the correct position.
- Route AV cables from the source to the roof location where the Lift will be installed.
- Ensure that a double power point has been installed in the roof (or where suitable) so that the Lift and display panel can receive power.
- Before mounting the display panel to the Lift, ensure that it will suit the Lift in relation to dimensions, loading capacity and functionality.
- Read instructions completely before proceeding. Follow instructions carefully. Installation contrary to instructions invalidates warranty.

CAUTION:

- Do not obstruct operation of lift with fingers or any object. Injury or damage could result.
- Check above the ceiling for obstructions (i.e. water pipers, cable and duct work) before beginning installation.
- Do not connect any power to the lift until installation is complete
- Attach the display panel only after the lift has been properly installed and tested.
- Unit operates on a 240V with a current draw of 1A and a 6.5mA standby.
- **If adjusting the limits, do so prior to wiring into control systems.????(not on old manual)??????????**
- Organise your mounting hardware and have the necessary tools readily accessible before

Installation Procedure

Pick an Installation Method

There are two different ways you can install the Spartan. They vary, depending on how much height is available inside the ceiling cavity. Please follow the method that suits the room you are installing the Spartan into.

1 **Method One:**

Installing into Ceiling Cavity with Plenty of Space

This method assumes there is sufficient space above the ceiling to tilt the Spartan unit vertically to a degree, and lift directly up through roof cutout.
Proceed to page x.

2 **Method Two:**

Installing into Ceiling Cavity with Limited Space

This method is useful for those with very minimal height above the ceiling, as it allows the unit to be lifted up directly into position.
Proceed to page y.

CAUTION: The screen should only be fitted to the lift when installation of the Spartan has been completed. The Installer is responsible for ensuring that the lift is properly secured in the ceiling.

Installation Method One:
Ceiling Cavity with Plenty of Space

This method assumes there is sufficient space above the ceiling to tilt the Spartan unit vertically to a degree, and lift directly up through roof cutout.

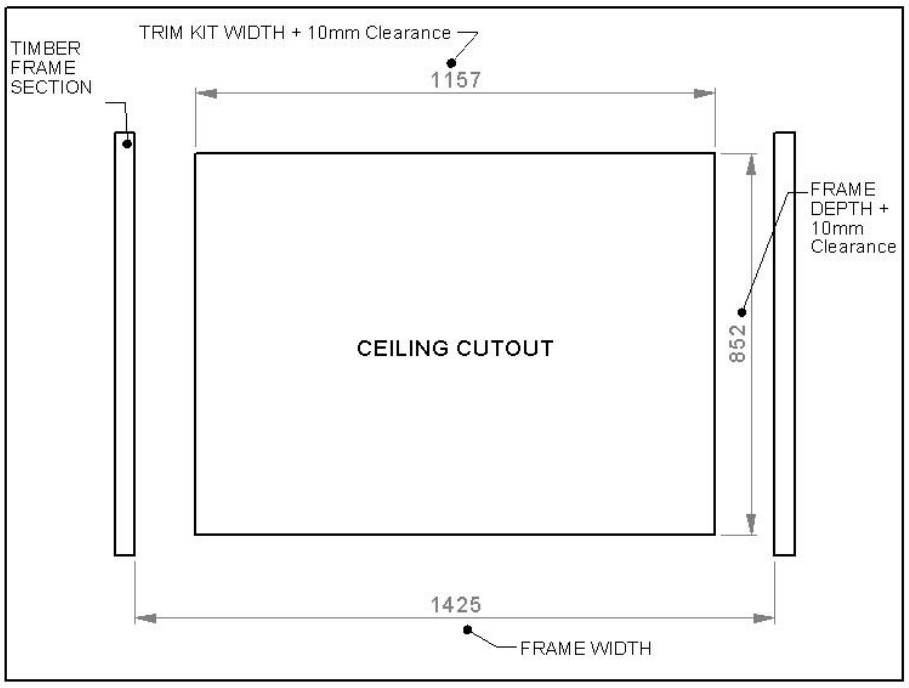
1. Mark out the ceiling cutout as per minimum hole dimensions below. Please refer to cutout diagrams on pages 9 and 10. Cut out hole for lift to fit through.

Model	Description	Minimum Hole size dimensions (mm)	
		Width	Depth
Spartan 42	Method 1 Cutout Size	1157	852

Table: Minimum Ceiling Hole Size for Method One

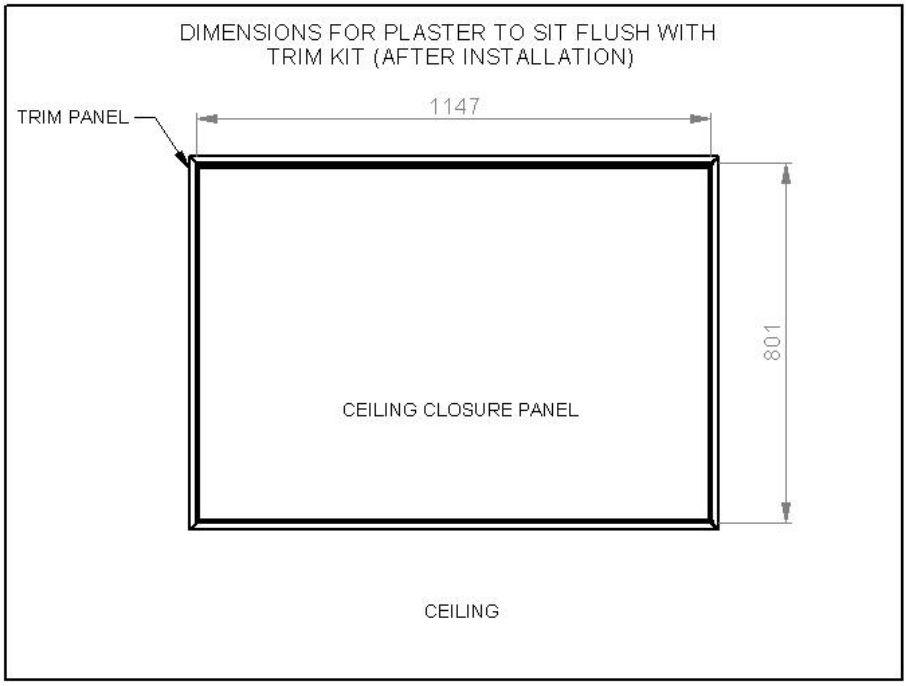
(For Plaster To Sit Flush With Trim Panel)

2. Frame up the ceiling joists and timber frame using a qualified tradesperson. *Refer to the diagram below and on the next page.*



View Inside Roof

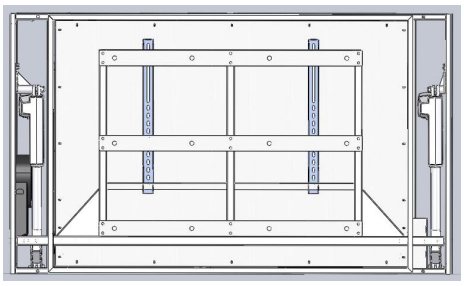
Installation Method One:
Ceiling Cavity with Plenty of Space



View From Room

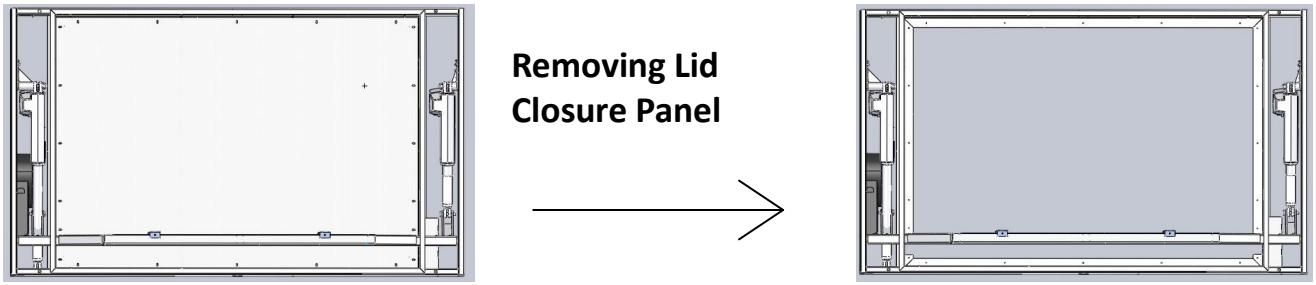
3. Route the Audio Visual cables to the lift position in the ceiling. *See page 23 for more cable management instructions to be followed post install.*
4. A double power point is required in the ceiling to power the Spartan and the display panel. **NOTE: Access to the power point in the ceiling is advisable.**
5. Remove the 'Timber Closure Panel' on the lift by removing the screws attached.

Removing Timber

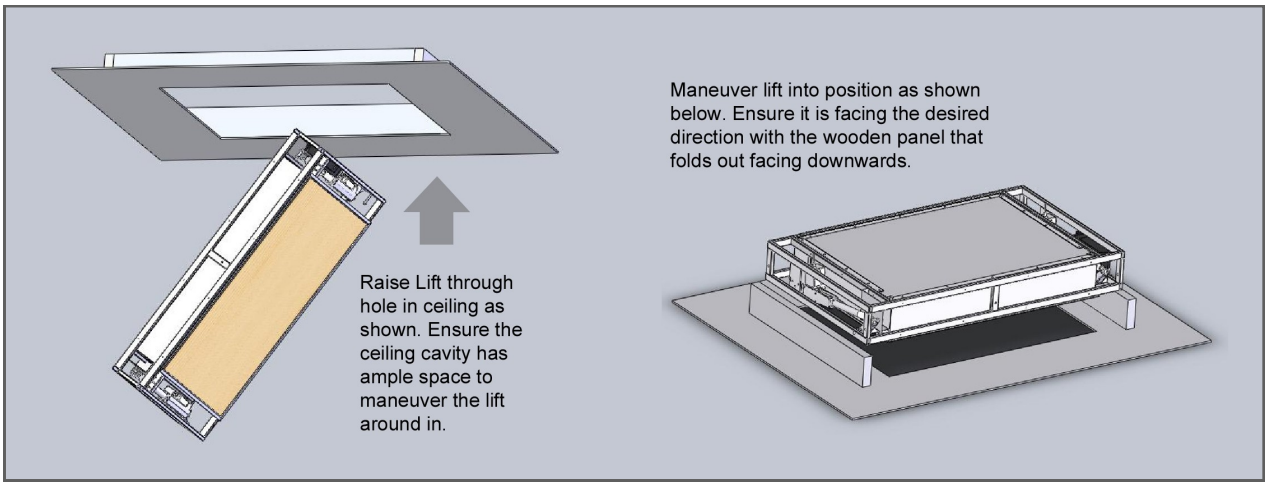


Installation Method One:
Ceiling Cavity with Plenty of Space

6. Power the Spartan unit on the ground (using the wiring instructions on page 15) and open the screen tilt to approximately 90°. (Enough for access to the roof panel (i.e. 'Lid Closure Panel') of the inner section.)
7. Remove the 'Lid Closure Panel' by removing the screws attached.



8. Remove "Access Plates" (2 of which are located on the inner sides of the unit) by removing the screws attached. See page 6 for Access Plate location.
9. The "Trim Panel" should slide directly out now, allowing it to sit flush to the plastered edge, after the unit has been installed. There should now be access to the vertical frame members where coach screws will be used. See the bottom of page 13 for a diagram.
10. Raise the Spartan unit into the pre-cut hole from the underside into position and line up with one side of pre-installed Timber frame (as seen on next page). The screen tilt will need be closed to fit through the cutout hole.



Installation Method One:
Fixing Lift to Timber Braces (Part 1)

11. Position Spartan Lift Metal frame approximately 1-2mm above ceiling plaster. Ensure correct frame height of 1-2mm above plaster is achieved. Possibly make use of a level to ensure frame is sitting horizontally.
12. Screw a minimum of '2' 8mm (M8 x 50) coach screws into one side of the Timber frame via holes in vertical frame members. See next page for screw locations.

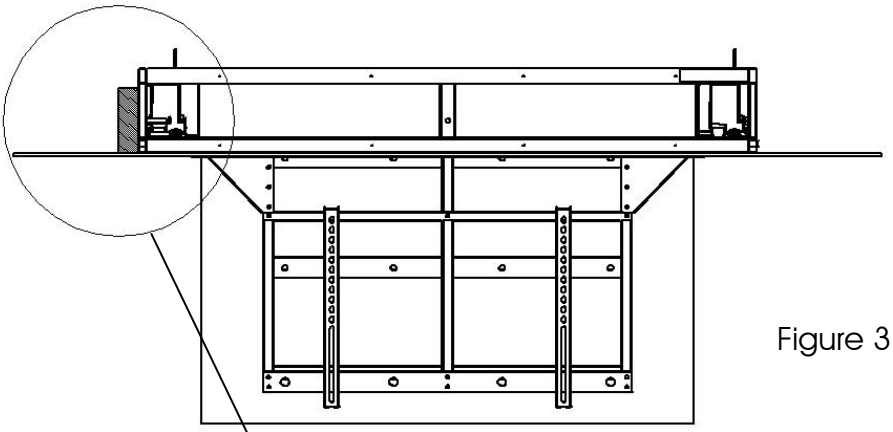


Figure 3

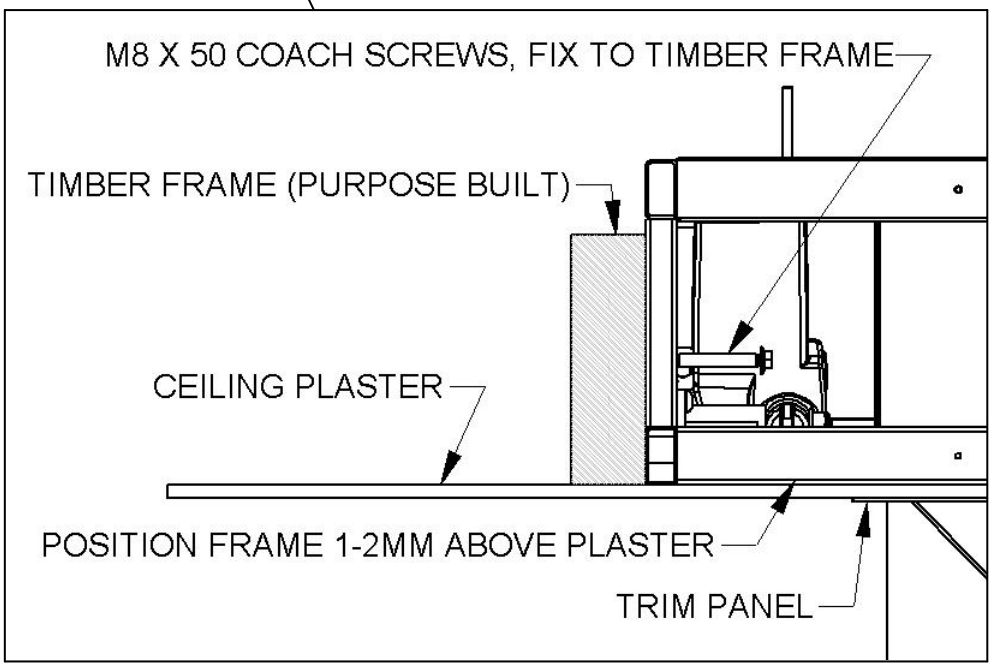
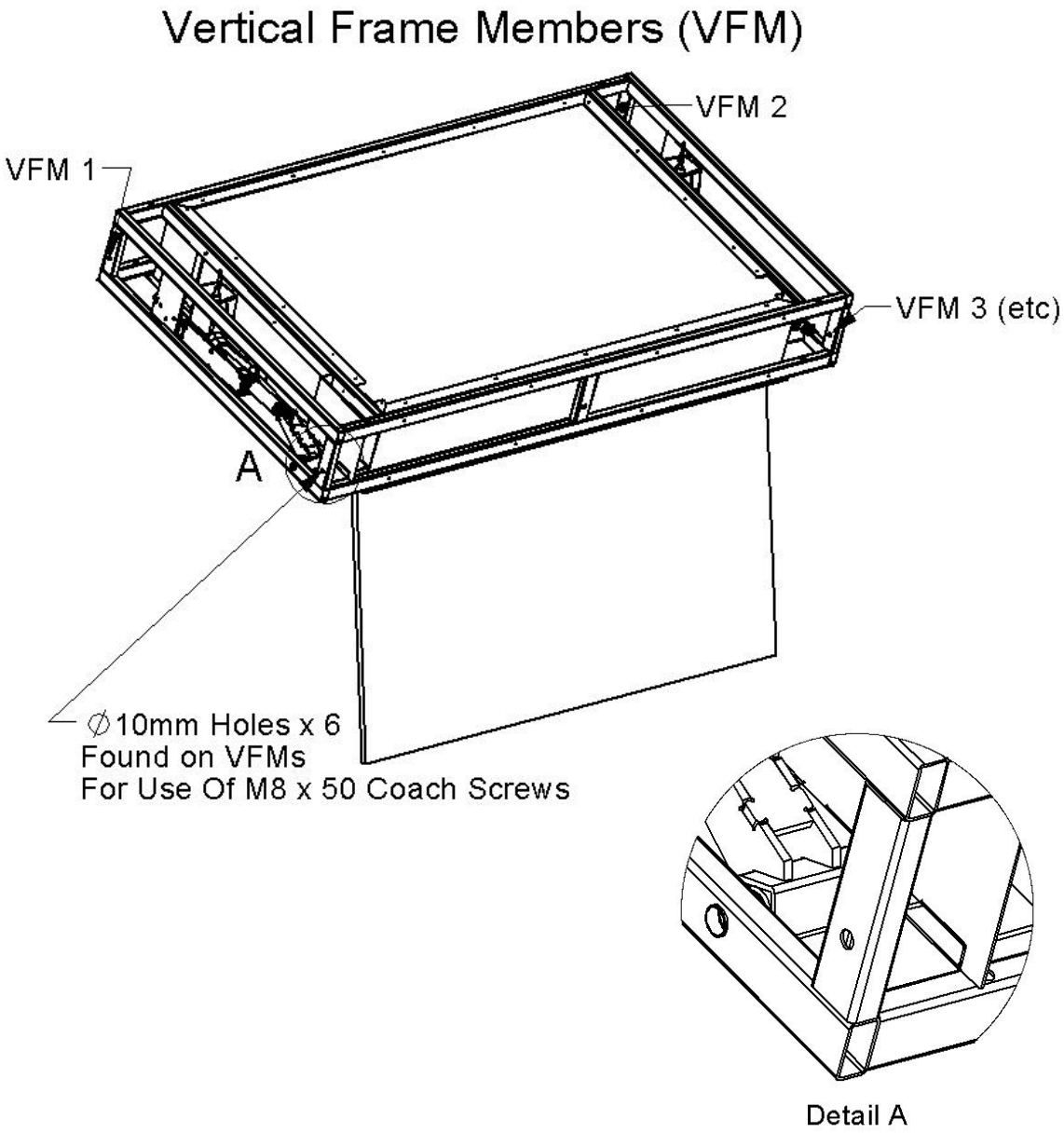


Figure 4

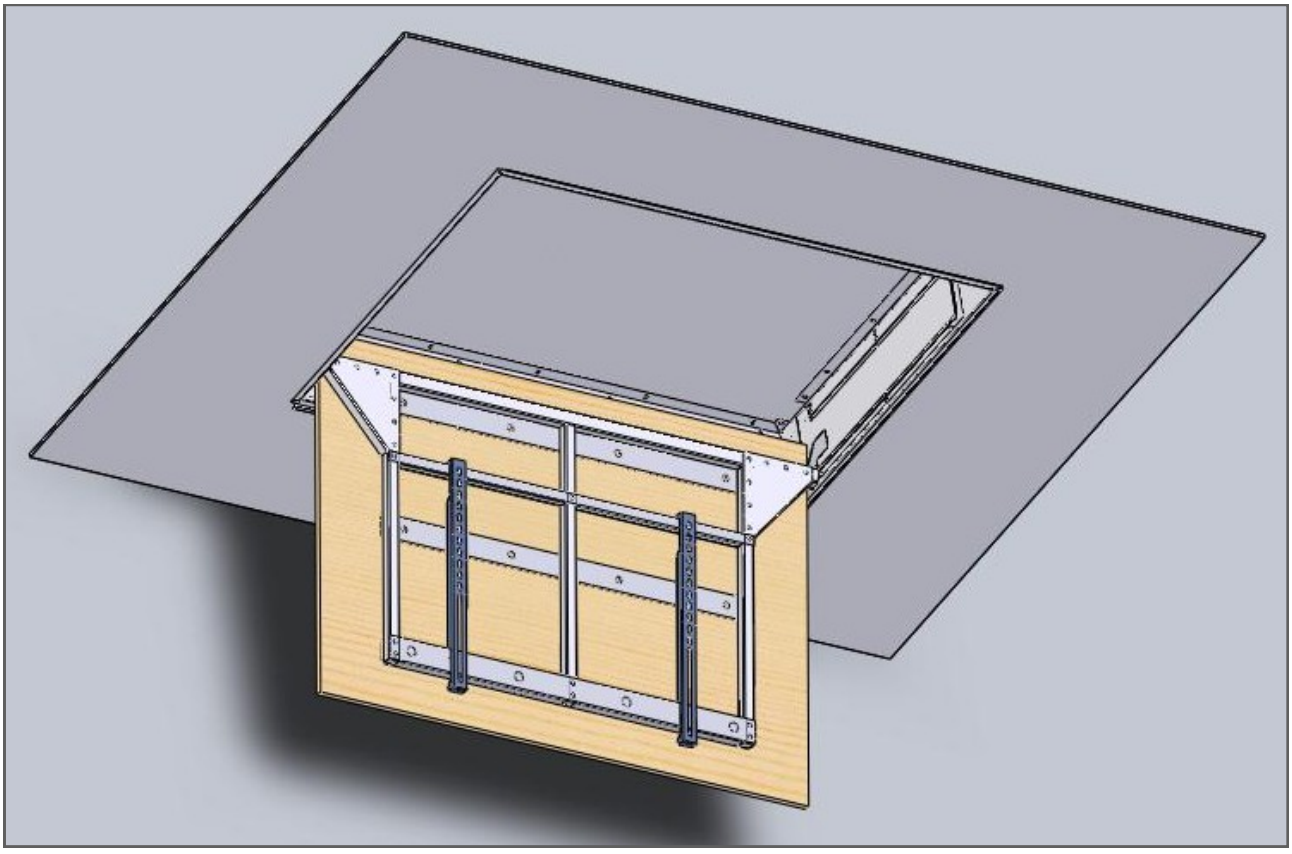
Installation Method One:
Fixing Lift to Timber Braces (Part 2)

13. The Spartan comes with pre-drilled screw holes at various locations on the frame. See diagram below for details.
14. Continue to support the Spartan unit while the other side of the frame is lined up with the Timber Frame. Once again use a minimum of ‘2’ 8mm coach screws through holes provided, and make use of a level. A minimum of 4 coach screws must be used in total.



Installation Method One:
Finishing Up

14. Route the AV cables into the lift, through cutout provided for cable management. (see diagram on bottom of page 23)
15. Expose the IR eye in a suitable position to achieve line of sight to the remote.
16. Once Spartan unit is safely secured, refit the Trim kit and Lid Closure Panel, in reverse order as you took it apart (install from underside). Ensure trim panel is hard up against the plaster.
17. The Trim Kit should be flush against the plaster in one direction.
18. Re-fit the Timber closure Panel that had been removed in step 5.



Installation Method Two:
Ceiling Cavity with Limited Space

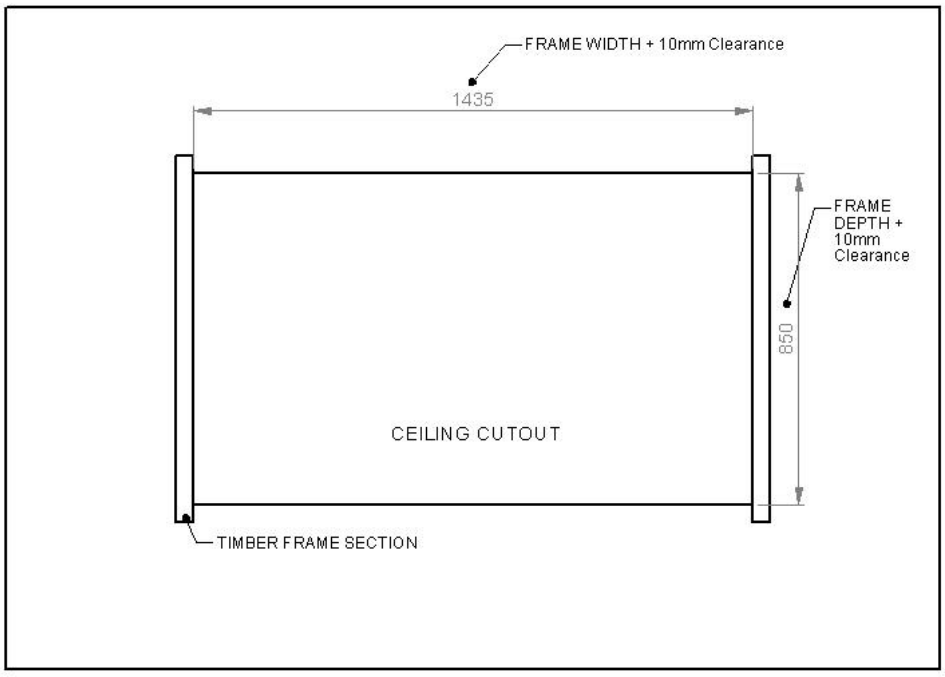
This method is useful for rooms with very minimal height above the ceiling, (in the ceiling cavity) as it allows the unit to be lifted up directly into position.

1. Mark out the ceiling cut out as per frame dimensions below. Please refer to cutout diagrams on pages 15 and 16. Cut out hole for lift to fit through.

Model	Description	Cutout dimensions (mm)	
		Width	Depth
Spartan 42	Method 2 Cutout Size	1425	840

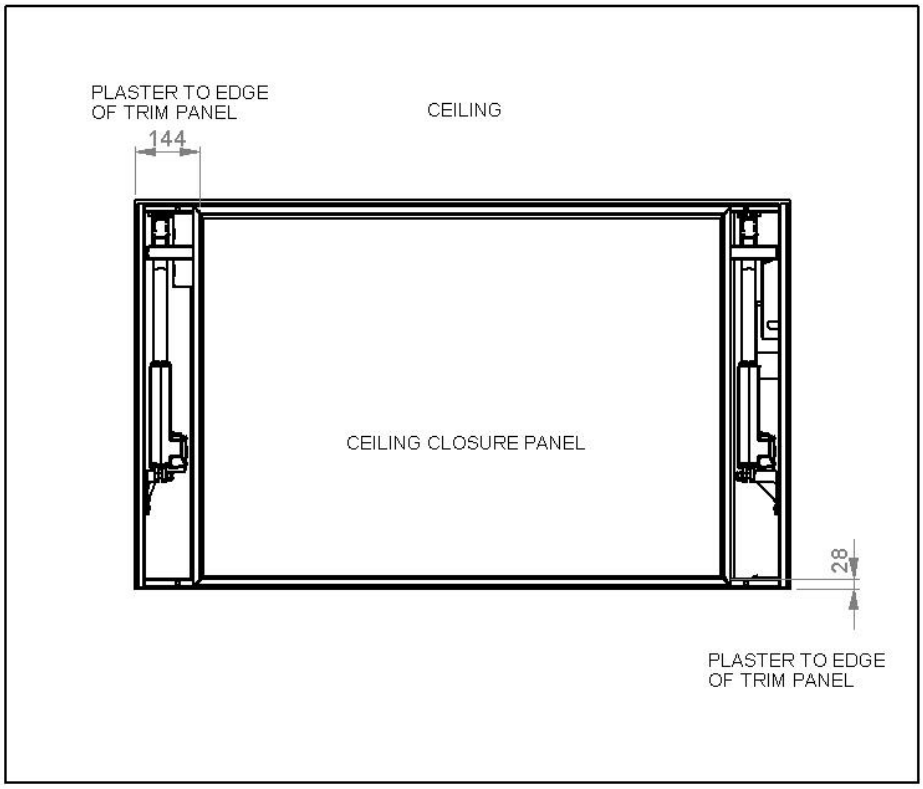
Table: Ceiling Hole Size for Method Two

2. Frame up the ceiling joists and timber frame using a qualified tradesperson. *Refer to the diagram below and on the next page.*



View Inside Roof

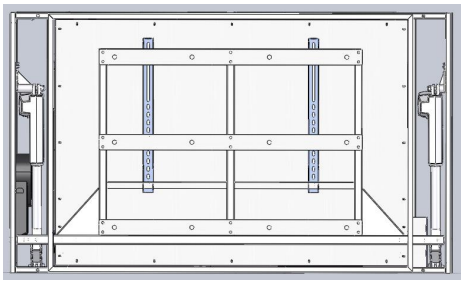
Installation Method Two:
Ceiling Cavity with Limited Space



View From Room

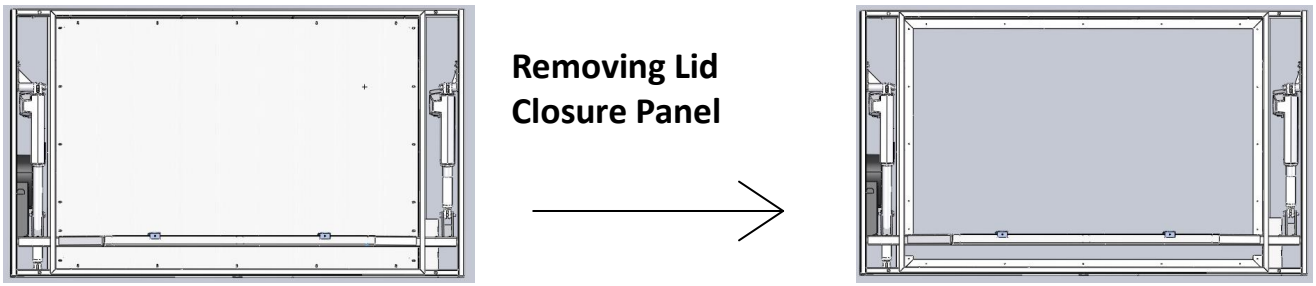
3. Route the Audio Visual cables to the lift position in the ceiling. *See page 23 for more cable management instructions to be followed post install.*
4. A double power point is required in the ceiling to power the Spartan and the display panel. **NOTE: Access to the power point in the ceiling is advisable.**
5. Remove the 'Timber Closure Panel' by removing the screws attached.

Removing Timber

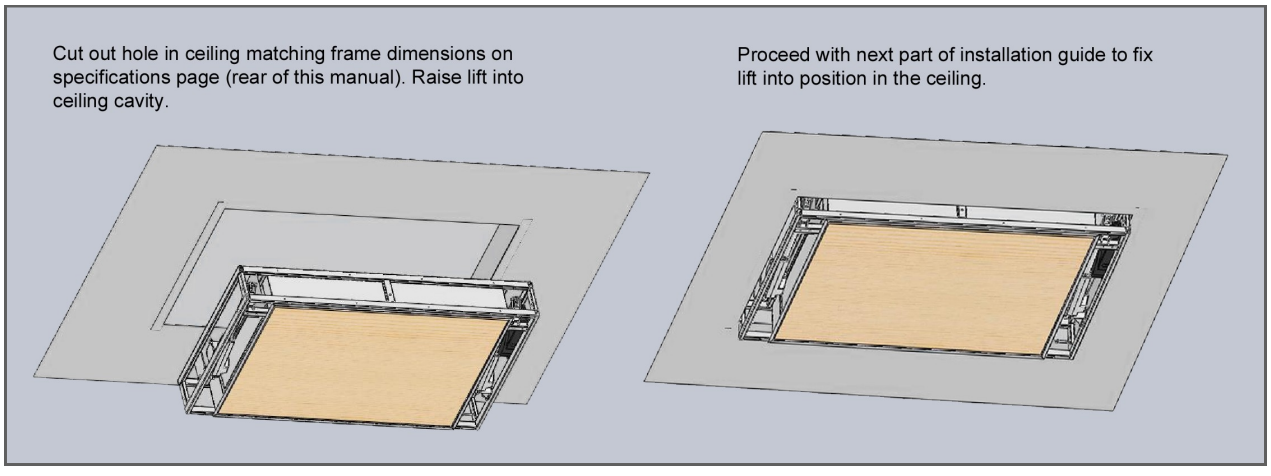


Installation Method Two:
Ceiling Cavity with Limited Space

6. Power the Spartan unit on the ground (using the wiring instructions on page 15) and open the screen tilt to approximately 90°. (Enough for access to the roof panel (i.e. 'Lid Closure Panel') of the inner section.)
7. Remove the 'Lid Closure Panel' by removing the screws attached.



8. Remove "Access Plates" (2 of which are located on the inner sides of the unit) by removing the screws attached.
9. The "Trim Panel" should slide directly out now, allowing it to sit flush to the plastered edge, after the unit has been installed. There should now be access to the vertical frame members where coach screws will be used. See the bottom of page 13 for a diagram.
10. Raise the Spartan unit into the pre-cut hole from the underside into position and line up with one side of pre-installed Timber frame (as seen on next page).



Installation Method Two:
Fixing Lift to Timber Braces (Part 1)

11. Position Spartan Lift Metal frame approximately 1-2mm above ceiling plaster. Ensure correct frame height of 1-2mm above plaster is achieved. Possibly make use of a level to ensure frame is sitting horizontally.
12. Screw a minimum of '2' 8mm (M8 x 50) coach screws into one side of the Timber frame via holes in vertical frame members. See next page for screw locations.

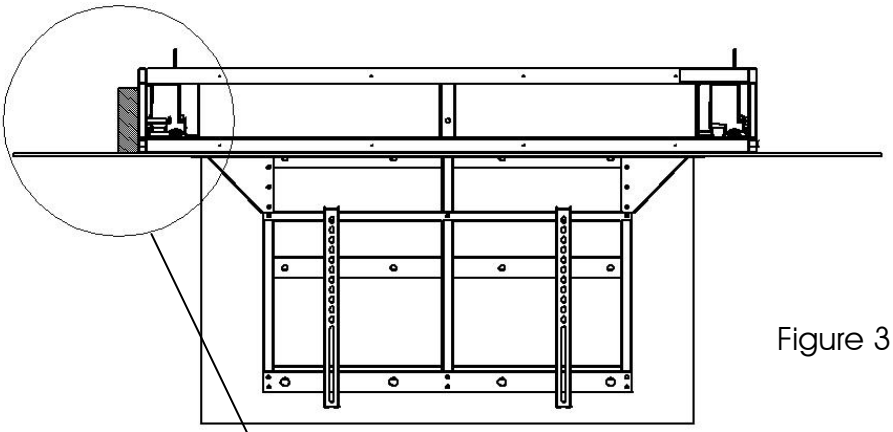


Figure 3

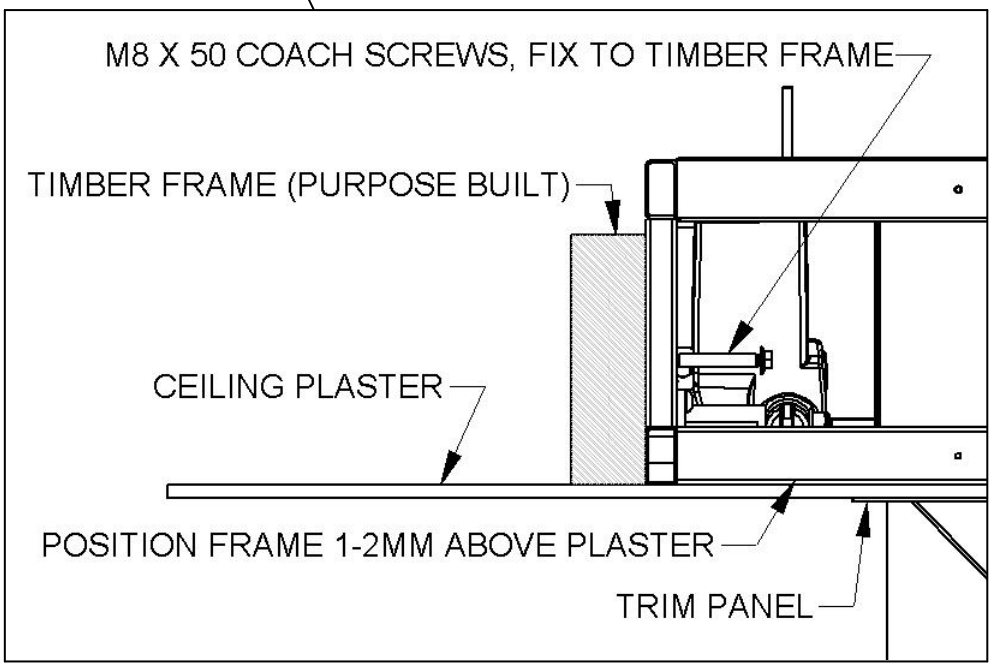
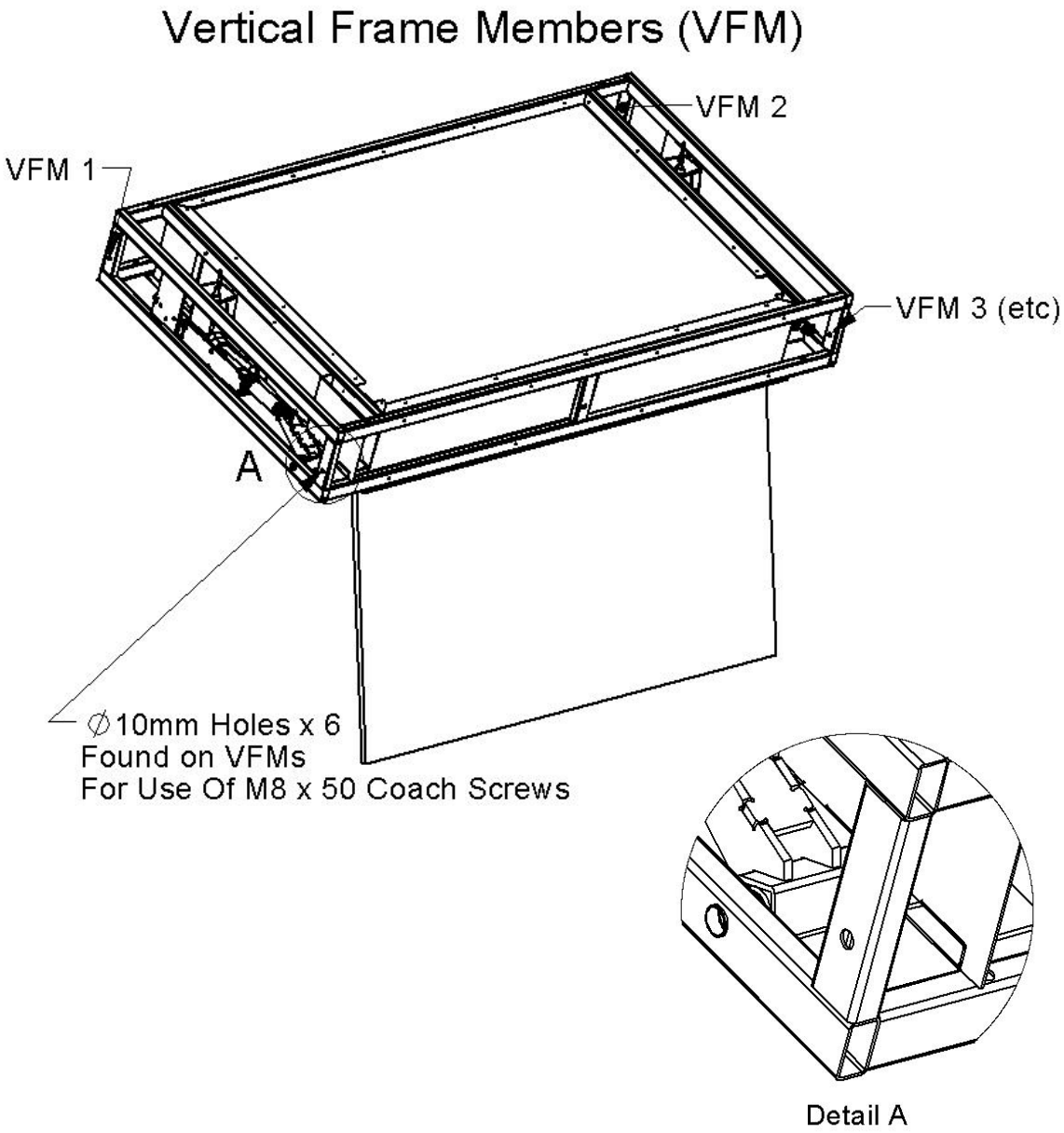


Figure 4

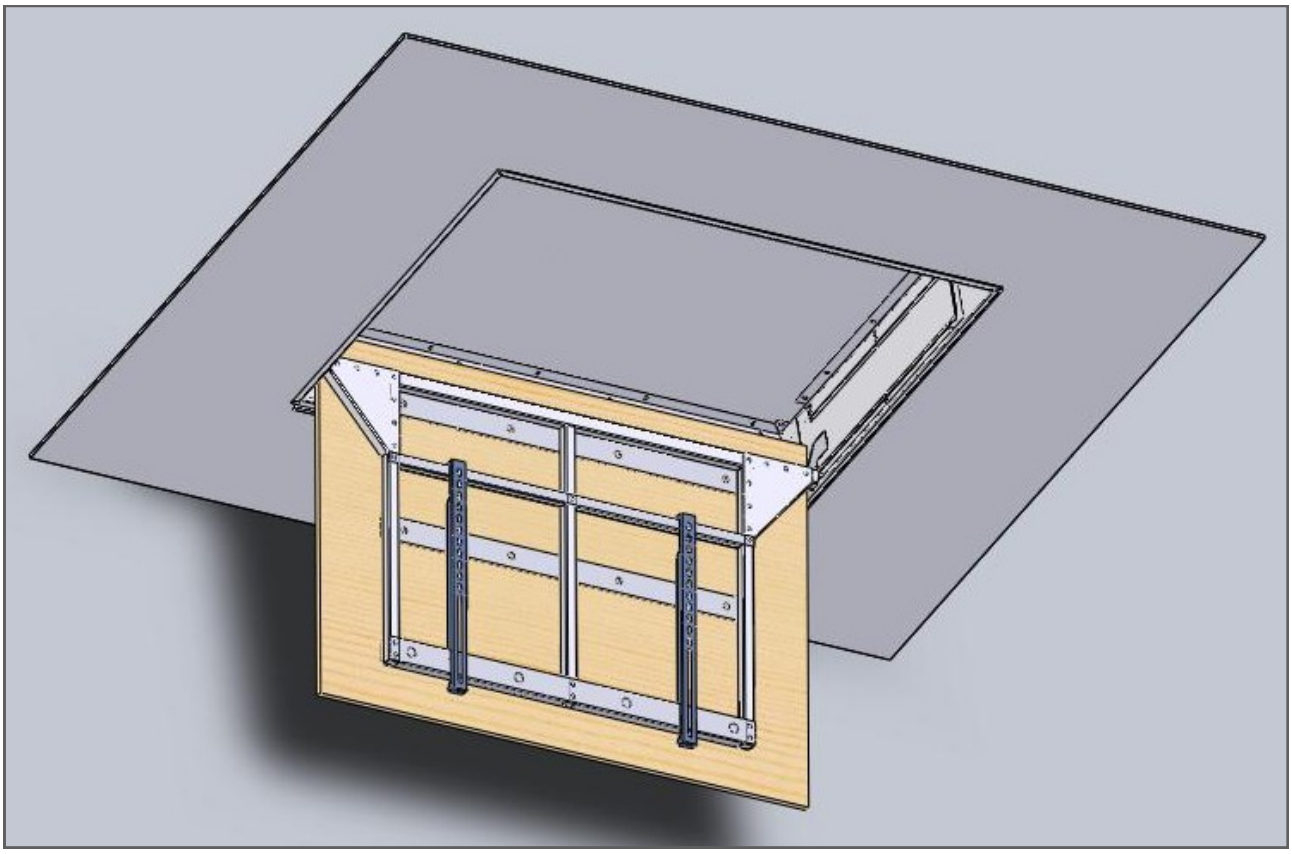
Installation Method Two:
Fixing Lift to Timber Braces (Part 2)

13. The Spartan comes with pre-drilled screw holes at various locations on the frame. See diagram below for details.
14. Continue to support the Spartan unit while the other side of the frame is lined up with the Timber Frame. Once again use a minimum of ‘2’ 8mm coach screws through holes provided, and make use of a level. A minimum of 4 coach screws must be used in total.



Installation Method Two:
Finishing Up

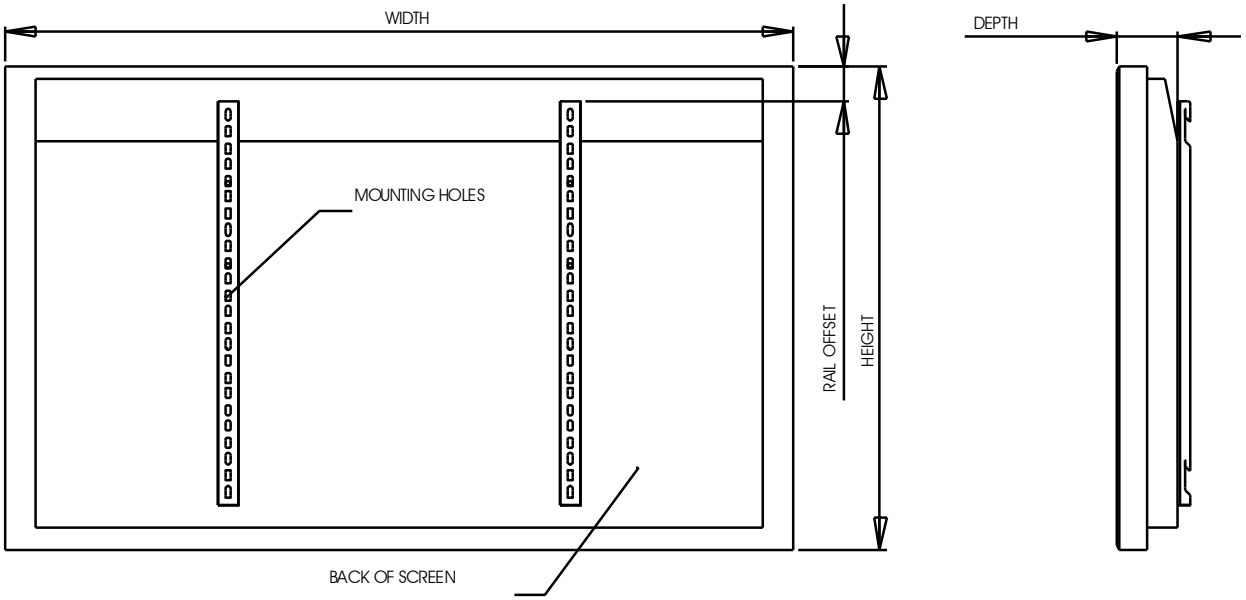
14. Route the AV cables into the lift, through cutout provided for cable management. (see diagram on bottom of page 23)
15. Expose the IR eye in a suitable position to achieve line of sight to the remote.
16. Once Spartan unit is safely secured, refit the Trim kit and Lid Closure Panel, in reverse order as you took it apart (install from underside). Ensure trim panel is hard up against the plaster.
17. There should be a small gap in the plaster near the trim kit. This may be re-plastered to sit flush with the trim panel edge.
18. Re-fit the Timber closure Panel that had been removed in step 5.



Mounting the Flat Panel Display

1. Connect power to the lift and lower lift using the IR hand held remote.
2. Disconnect power to the lift.
3. Remove the Mount Rails by loosening the two 5mm locking screws.
4. Fit the rails to the back of the screen and bolt using the four Phillips head screws and washers, as per diagram below, noting the orientation from the top of the screen to the top of the rails.

POSTION OF MOUNTING RAILS ON SCREENS



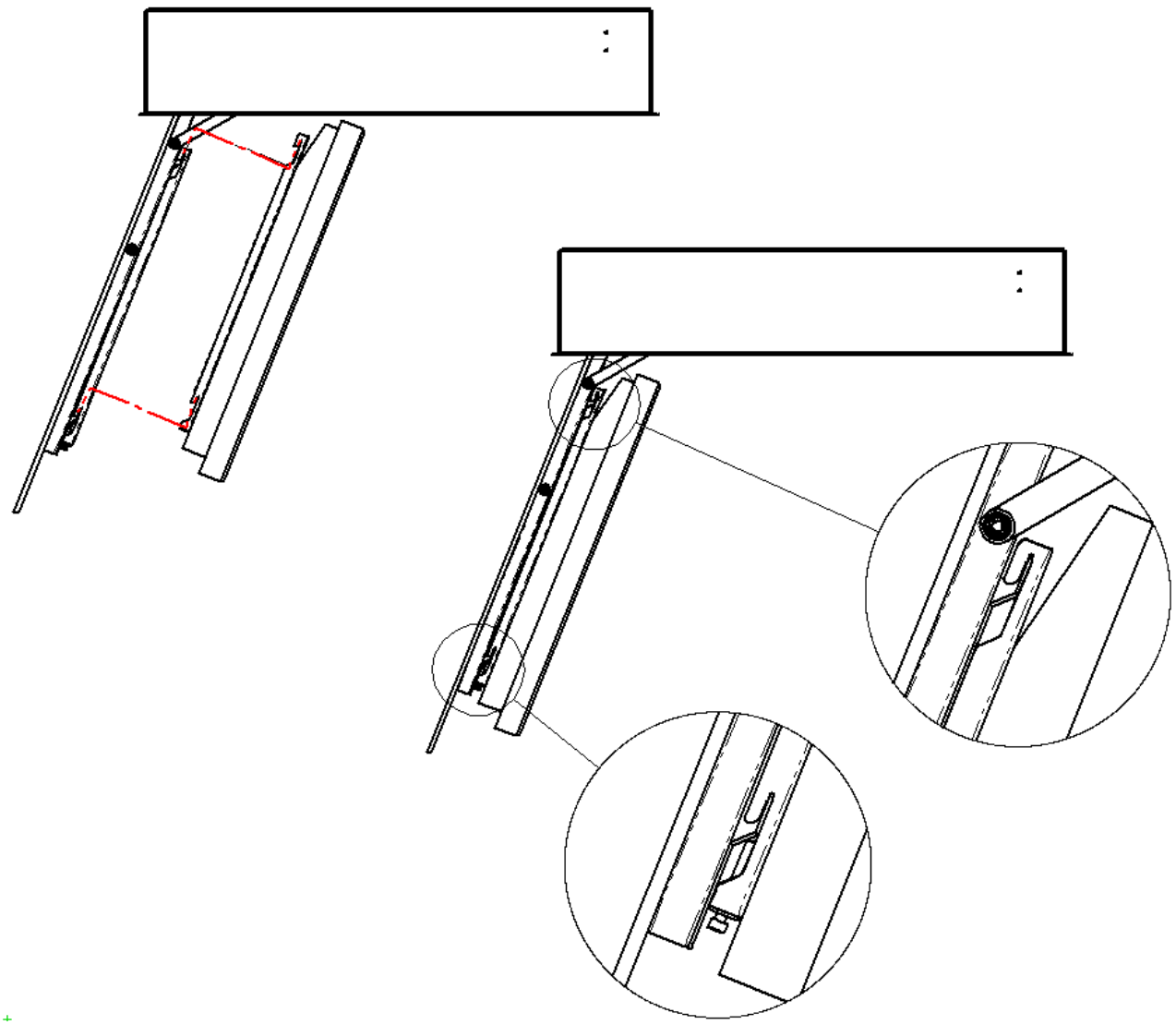
Rail Offset Measurements

Model	Description	Max Screen Size (mm)			Rail Offset (mm)	
		Height	Width	Depth	Min	Max
Spartan 26-28	Screen Ceiling Tilt 26-28”					
Spartan 32	Screen Ceiling Tilt 32”					
Spartan 37	Screen Ceiling Tilt 37”					
Spartan 42	Screen Ceiling Tilt 42”	690	1120	125	55	70
Spartan 50	Screen Ceiling Tilt 50”					
Custom						

NOTE: The distance from the top of the display panel to the top of the mounting rails (the “rail offset”) is shown in the table on the left.

Mounting the Flat Panel Display (Continued)

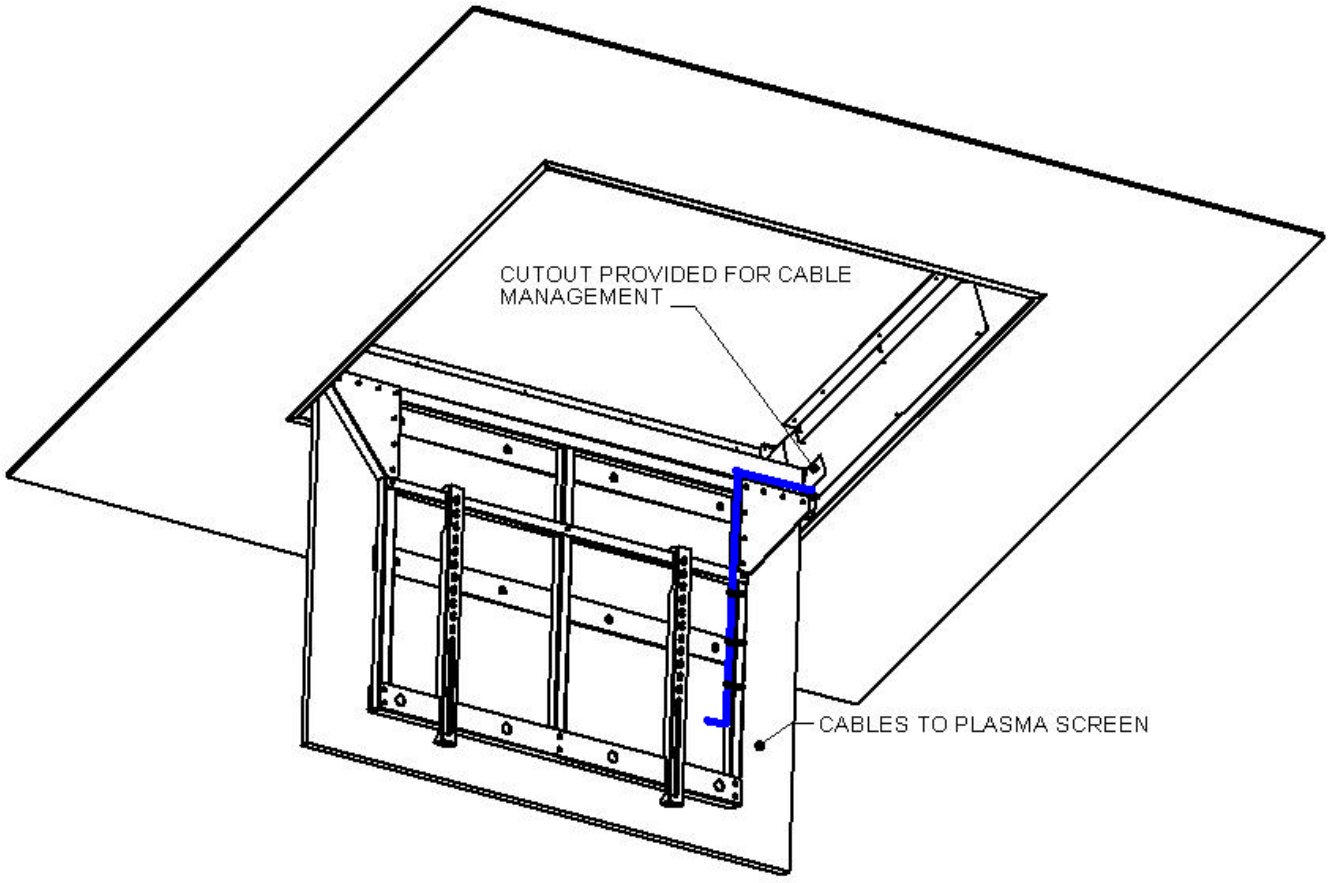
5. Lift the display Panel and hook rails onto the lift.
6. Tighten the locking screws to lock the rails into position, ensuring that the screws are tight.
7. Ensure the display panel is mounted centrally



Cable Management

1. Connect cables (blue) to the display panel and run down cable management arms as per diagram below. Make use of Cable Ties provided as indicated in the diagram below (black lines). There is a small clearance between the frame members and the timber closure panel, allowing the use of the Cable Ties.
2. Be sure to allow the extra cable length on the cable management arm. Be careful to avoid potential pinching of cables, particularly around the cutout area.
3. Reconnect power to the lift.

CAUTION: Cables must be securely attached to the frame to avoid pinching of the cables. Raise and lower the lift several times using the IR hand held remote, closely watching the cables to make sure they don't interfere with the lift operation. Please note that the installer is responsible for ensuring the cables do not interfere with the mechanism as the unit raises and lowers.

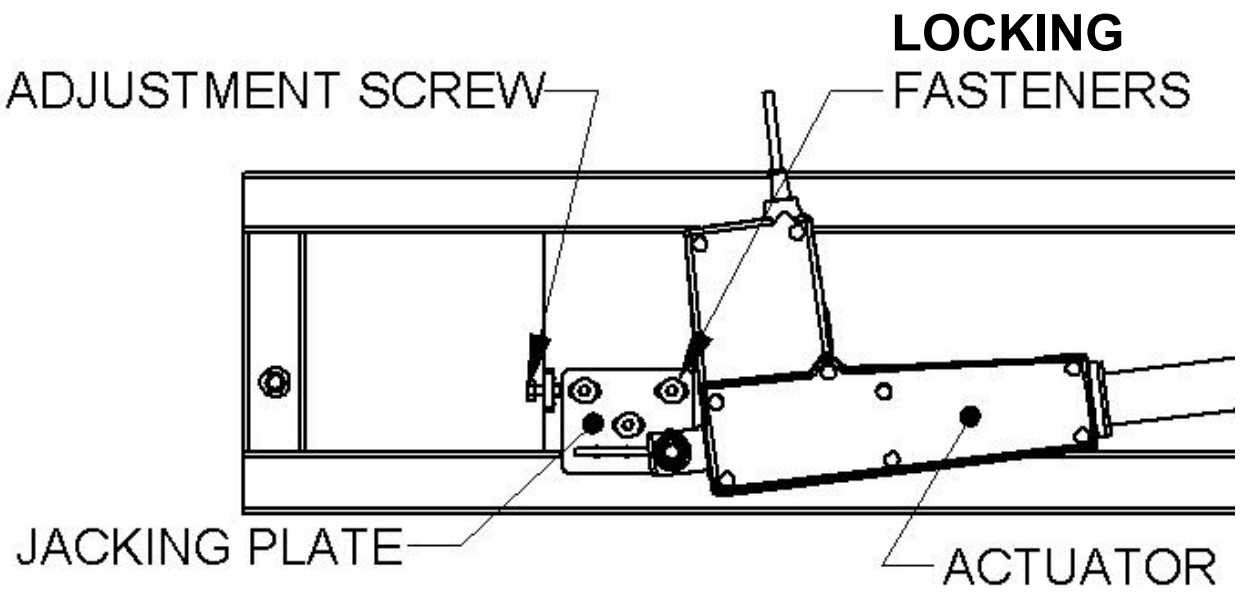


Adjusting Motor Limits / Jacking Plate

The Spartan model comes complete with a Jacking plate which serves to minimally adjust the closing limits of the tilt screen. This allows room for the Timber (installed on the back of the tilt) to sit flush with the roof when it is closed. If adjusting the limits, do so prior to wiring into control systems.

1. Decide what direction of adjustment is required for Timber (height increase or decrease).
2. STRICTLY follow Caution in red box below.
3. Set screen tilt to 90°
4. Loosen 'Fasteners' off slightly (do not fully remove) with a Hex Wrench.
5. Use a 10mm Spanner to turn 'in' or 'out' 'Adjustment Screw'
6. To Adjust timber height 'up', adjust screw inwards (i.e. turn clockwise). To adjust timber height 'down', adjust screw backwards (i.e. turn anticlockwise).
7. Once desired height adjustment has been achieved, tighten Fasteners firmly.

CAUTION: When adjusting Jacking Plate: To adjust Timber height up or down, lift must be hanging vertically. Failing to follow these instructions may cause damage to the unit and void warranty.

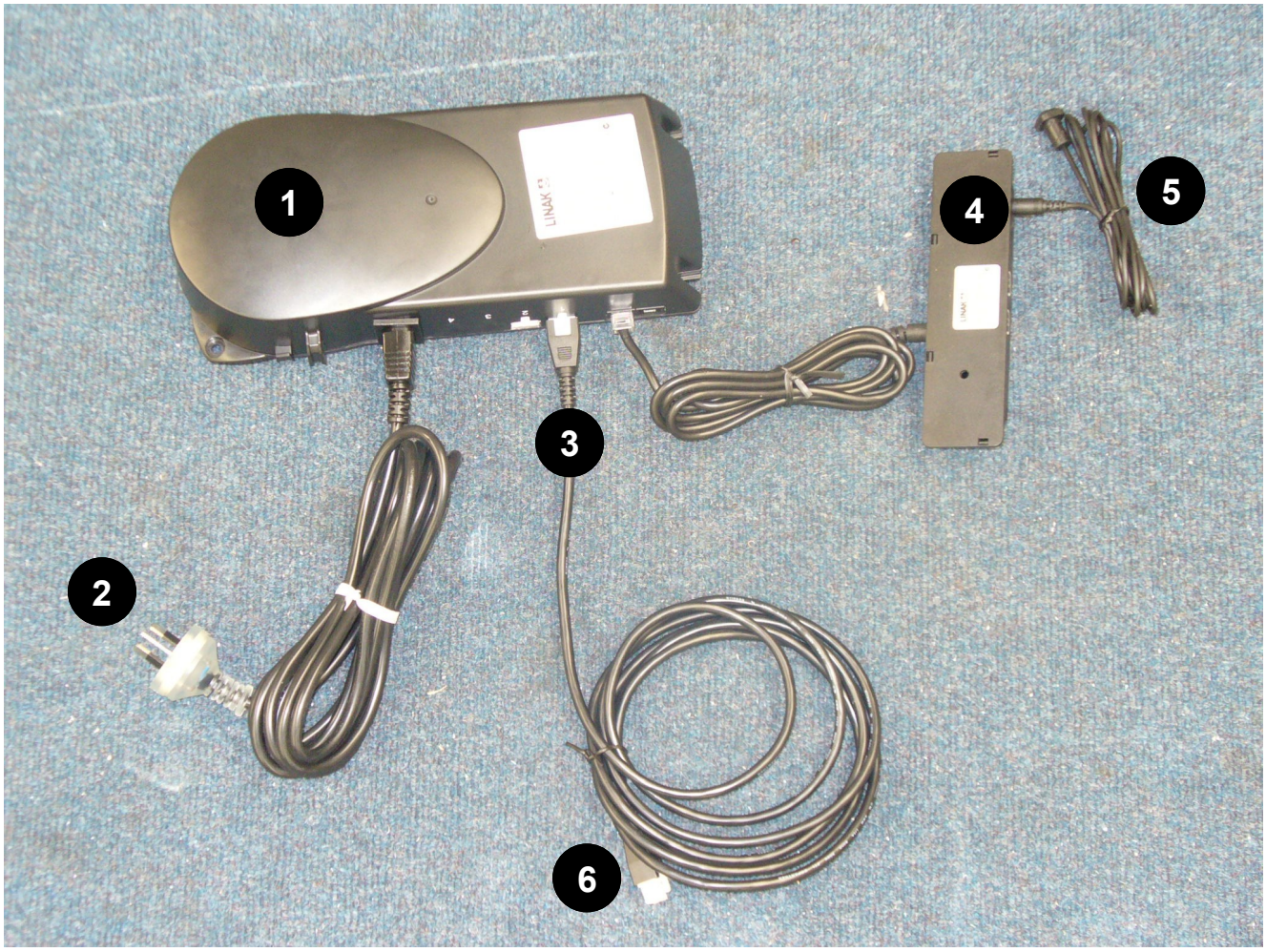


Infrared (IR) Remote

- The unit comes supplied and pre-wired with an Infra Red Remote Control Kit.
- This can be easily learnt into a Universal IR remote.
- Please note that the IR eye needs to be positioned so that there is line of sight between the remote control and the IR eye.
- When installing it is advised that the junction box be placed in an area with easy access.

IMPORTANT: The lift should not be run up and down more than 4 times without a 10 minute break. Overheating will damage the Control Box.

Wiring Diagram



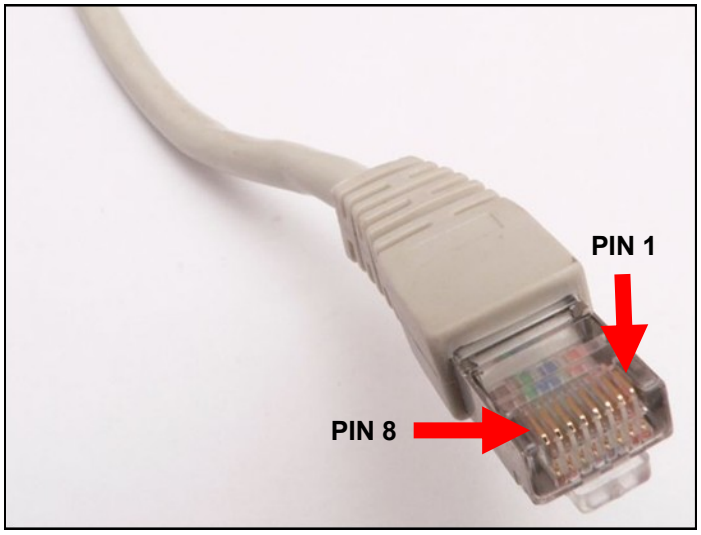
1. Control Box.
2. Connect to mains power.
3. Plug motor cables into port 1 and 2. Two cables are provided, as the Spartan operates with two motors.
4. Hand controller.
5. Place infrared eye in a position with line of sight to the IR remote.
6. Motor connection cables x 2 - Connect to motor.

Automating the Spartan

- The Spartan can be integrated into most control systems using contact relays. To get the desired action, bridge the wires together briefly. See the table below for a summary of which wires can be bridged.

- **To set the Memory positions:**
  1. Run the lift to the desired position.
  2. Activate “Store” and then “MemoryX” very quickly afterwards. (You have about 2 seconds after the store command)
  3. After this, activating the Memory X command will run the lift to that position.

Other end of CAT5 cable connects to Control Box



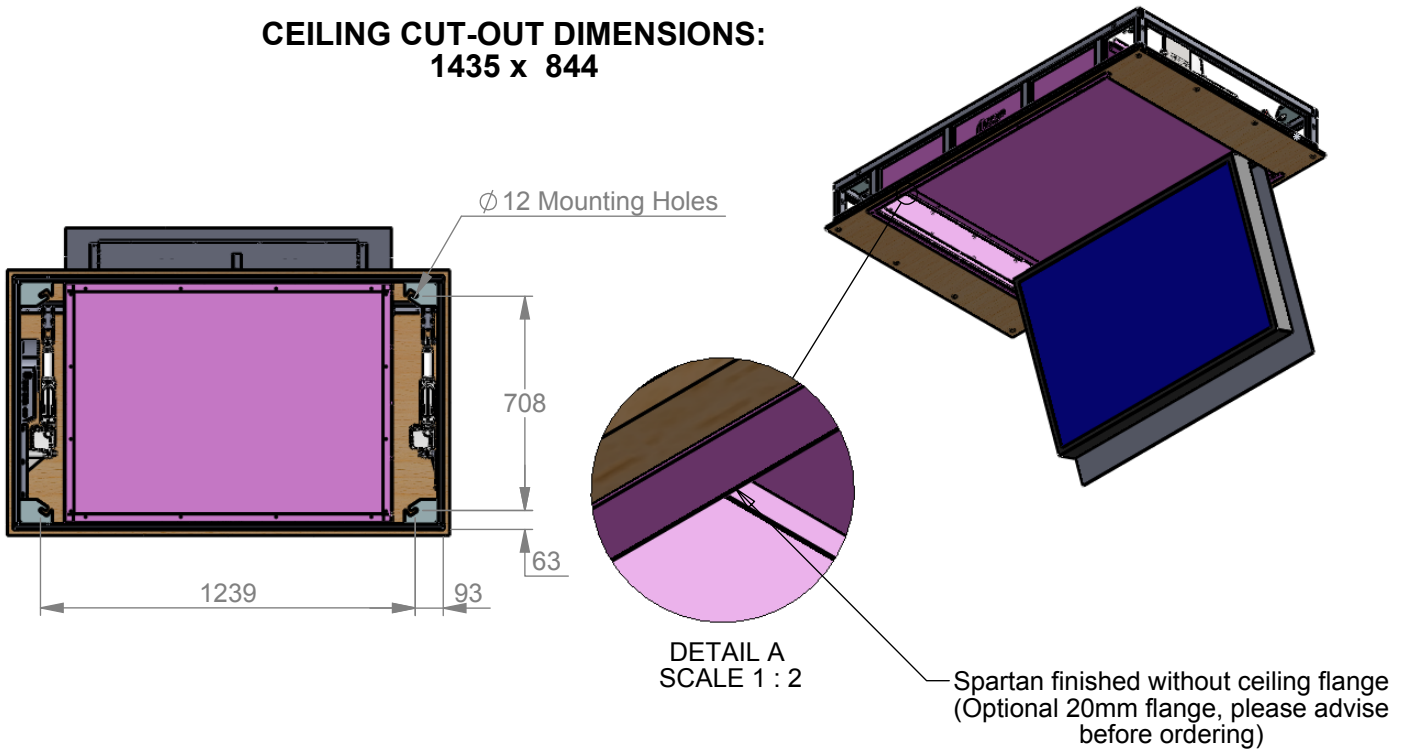
Control Box Commands:
For Standard 8 Position Modular Plug 8P8C (Ethernet Cable)

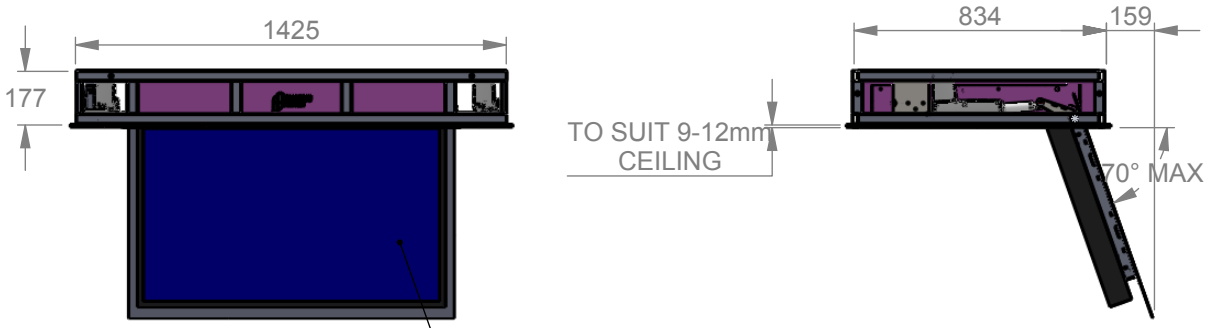
Function:	Pins:	Colour: (using T568A Cat 5 cable)
Up (Closed)	4 & 5	Blue & Blue/White
Down (Open)	4 & 8	Blue & Brown
Store	2 & 8	Green & Brown
Memory 1	3 & 5	Orange/White & Blue/White
Memory 2	3 & 8	Orange/White & Brown
Memory 3	2 & 5	Green & Blue/White

PROPRIETARY AND CONFIDENTIAL. THE INFORMATION CONTAINED IN THIS DRAWING IS THE SOLE PROPERTY OF ULTRALIFT AUSTRALIA PTY LTD. ANY REPRODUCTION INPART OR AS A WHOLE WITHOUT THE WRITTEN PERMISSION OF ULTRALIFTAUSTRALIA IS PROHIBITED.

42inch	PANASONIC	TH-L42E30A	1002	611	75	15
		TH-L42E3A	1002	611	75	15
		TH-42PH30W	1020	610	89	25
		TH-L42DT50Z	958	569	27	11
		TH-L42ET50Z	989	643	36	15.5
		TC-L42ET5	997	604	40	14
		TC-P422ST30	1021	640	71	20
		TC-P42UT50	1009	616	84	17.5
		TC-L42E50	997	604	40	14
		TC-L42E5	997	604	40	14
		TC-L42D30	988	600	33	16
		TC-P42S30	1021	640	71	19
		TC-P42ST30	1021	640	71	20
	LG	42LW5700	999	623	30.9	13.4
		42LV3730	988	615	30.4	13.3
		42LV5500	1012	617	29.9	13.2
		42LW6500	1009	622	29.9	13.4
		42LM7600	953	566	33.4	12.8
		42LE4500	1018	627	29.8	14.2
		42CS460	1017	629	76.5	13.5
		42LS5700	979	594	35.5	12.7
		42LM6200	979	594	35.5	13.1
		42LM6700	953	566	33.4	12.6
		42LM6410	964	577.7	35.7	12.1
		42PT250	987.6	608.9	52.5	
		42LK450	1019	631	76.5	
		42PA4500	983.6	601.3	58	
		42LS4600	979	594	35.5	12.7
	SONY	KDL-42EX440983	983	603	75	13.2
	HI-SENSE	HL42K300PL	986	500	58	16
		HL42K316PZL3D	986	600	58	15.5
	PHILIPS	42PFL5907	997.2	589	58	58.9
	max		1021	643	89	
	min		953	500	27	

CEILING CUT-OUT DIMENSIONS:
1435 x 844





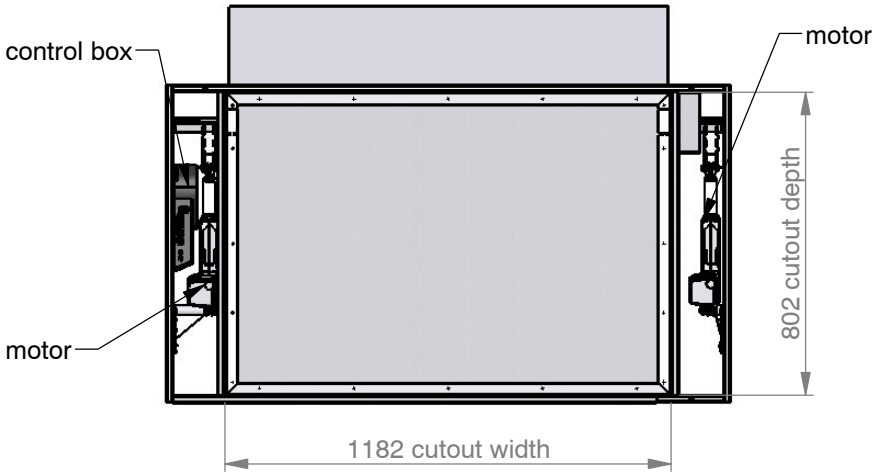
NOTE: PRODUCT DIMENSIONS ARE SUBJECT TO CHANGE

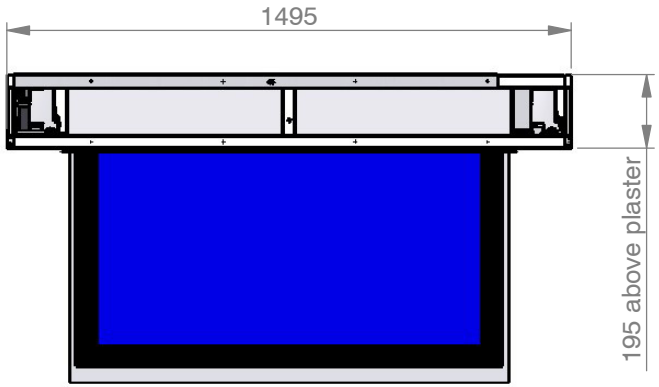
PLEASE CALL US TO CONFIRM DIMENSIONS BEFORE PURCHASING, BUILDING FURNITURE, CUTTING INTO WALLS, CEILINGS OR FURNITURE OR PREPARING FOR INSTALLATION.

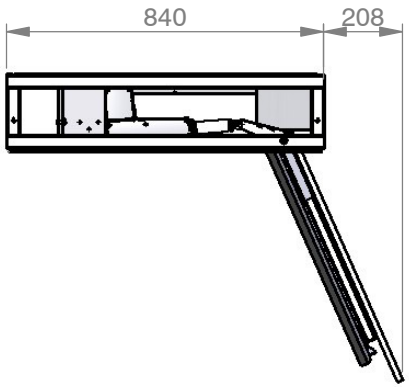
ULTRALIFT AUSTRALIA
AUTOMATED AV SOLUTIONS
www.ultraliftaustralia.com.au
Phone: +613 9459 0873
Fax: +613 9457 6686
Email: sales@ultraliftaustralia.com.au

Spartan 42

Finish: Powdercoated
Material: Mild Steel
Updated: 15/03/2013







NOTE: PRODUCT DIMENSIONS ARE SUBJECT TO CHANGE

PLEASE CALL US TO CONFIRM DIMENSIONS BEFORE PURCHASING, BUILDING FURNITURE, CUTTING INTO WALLS, CEILINGS OR FURNITURE OR PREPARING FOR INSTALLATION.

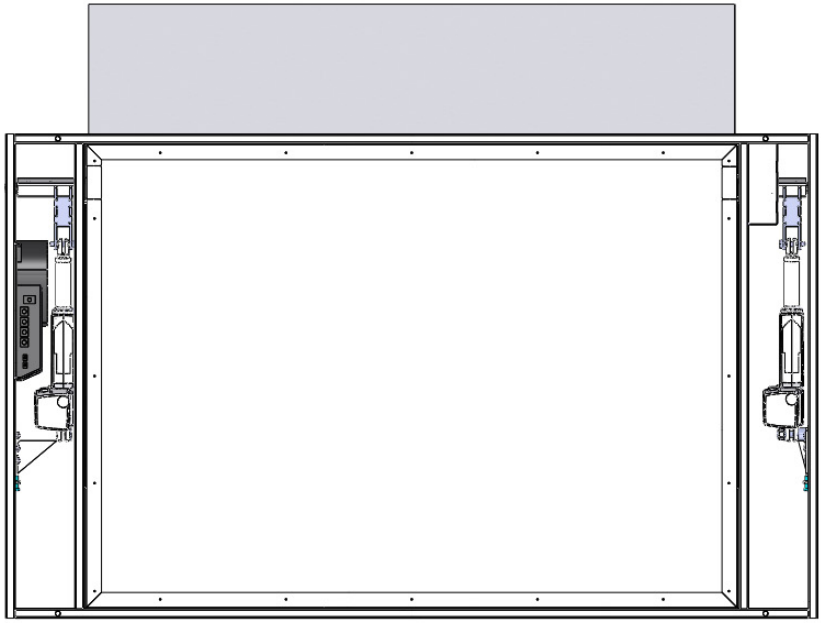
Maximum screen size
690mm height
1150mm width
125mm depth

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process, nor may any other exclusive right be exercised, without the permission of Ultralift Australia

ULTRALIFT AUSTRALIA
AUTOMATED AV SOLUTIONS
www.ultraliftaustralia.com.au
Phone: +613 9459 0873
Fax: +613 9457 6686
Email: sales@ultraliftaustralia.com.au

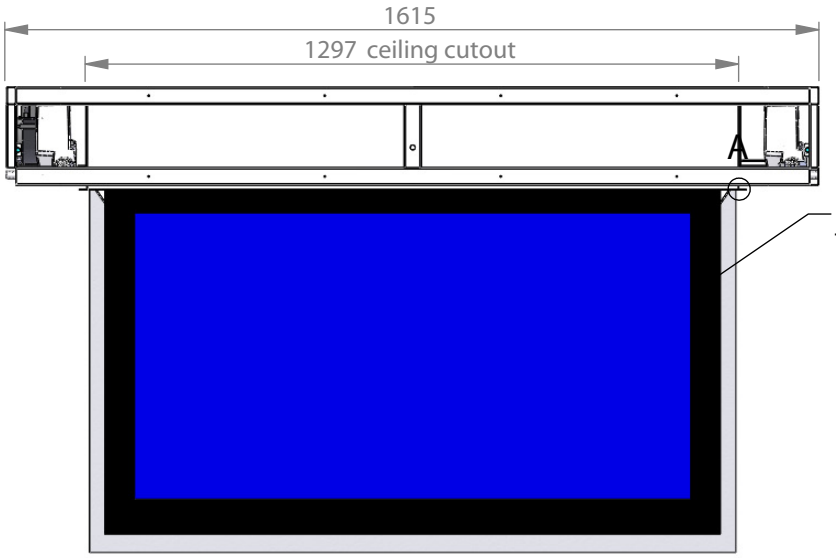
Spartan 46

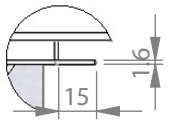
Updated: 1/10/12



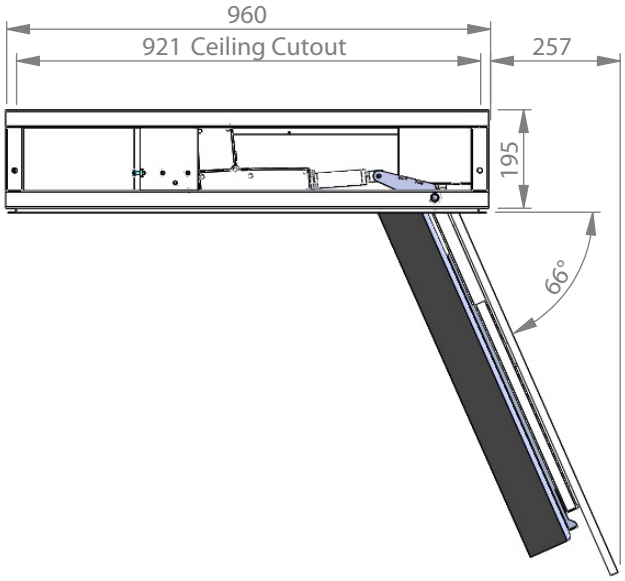
NOTE: PRODUCT DIMENSIONS ARE SUBJECT TO CHANGE

PLEASE CALL US TO CONFIRM DIMENSIONS BEFORE PURCHASING, BUILDING FURNITURE, CUTTING INTO WALLS, CEILINGS OR FURNITURE OR PREPARING FOR INSTALLATION.





DETAIL A
SCALE 1 : 3



ULTRALIFT AUSTRALIA
AUTOMATED AV SOLUTIONS
www.ultraliftaustralia.com.au
Phone: +613 9459 0873
Fax: +613 9457 6686
Email: sales@ultraliftaustralia.com.au

Spartan 50

Updated: 1/10/12

Warranty and Returns Policy

At Ultralift Australia Pty Ltd, we take pride in the fact that our products are of the highest quality. Because of this, we offer the following programs to ensure your satisfaction.

ULTRALIFT 2 YEAR WARRANTY

1. The product is warranted for 24 months from the date of invoice. Subject to the conditions of this warranty, Ultralift Australia or an authorised installer will perform necessary service on the product without charge for parts or labour if, in the opinion of Ultralift Australia, the product is found to be faulty within the warranty period.

2. This warranty only applies to Ultralift Australia products when purchased from Ultralift Australia or from an authorised dealer.

3. This warranty only applies if the product has been installed and used in accordance with the manufacturer's recommendations (as noted in the instruction manual) under normal use and reasonable care (in the opinion of Ultralift Australia). The warranty covers normal domestic, commercial or educational use only. It does not cover damage, malfunction, neglect, build-up of dirt or dust, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorized alterations), exposure to abnormally corrosive conditions or any foreign object or matter having entered the product.

4. If warranty service is required you should:
    - Contact your installer for advice on how to rectify the issue.
    - If this does not solve the problem please call Ultralift Australia on 61 3 9459 0873 for advice.
    - If the device requires service, return the product to Ultralift Australia for repair.
    - **Please Note:** Freight and insurance to and / or from the location of the device must be arranged by you. Please ensure that items returned are packed in an appropriate manner.

5. The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, de-installation or re-installation of a product. This includes costs related to the mounting, de-mounting or re-mounting of any screen, (and any other ancillary devices), delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement to such installation, deinstallation, re-installation or transit.

Ultralift Australia Pty Ltd
Email: sales@ultraliftaustralia.com.au
Web: www.ultraliftaustralia.com.au
Phone: 61 3 9459 0873 **Fax:** 61 3 9457 6686
10 Vernon Ave, Heidelberg Heights VIC 3081 Australia

ULTRALIFT AUSTRALIA

OUR HASSLE FREE RETURN PROGRAM

Our thirty day return program means you may return your purchase, excluding special orders and/or non stock products, to us should you be dissatisfied with your purchase within thirty days of receipt of the product. You must return the item(s) to us by 2nd day freight, insured for full value, with original packaging, documentation, all manuals and accessories. Freight charges, for delivery and return and related insurance charges, will not be refunded or credited. There will also be a restocking fee of 15% of the purchase price.

CONDITIONS OF RETURNED ITEMS

Do not write on the box. If the box is written on, the returned product will be refused. Be in the original shipping carton with all original packing material. Include all accessories in their original wrapping/packing material. The actual replacement cost for missing items will be deducted from your refund/credit. Include all manuals, warranty information and instructions. The actual replacement cost for missing items will be deducted from your refund/credit.

DEFECTIVE OR D.O.A. PROGRAM

In the case of defective or D.O.A. product(s), no charges will apply. Our Customer Service team must be notified within 30 days of your invoice date if there are any problems with any item(s) upon receipt. Defective or D.O.A. merchandise will be repaired and returned or exchanged for the same make or model.

FOR ITEMS DAMAGED DURING TRANSPORT

Ultralift Australia Pty Ltd endeavours to use reputable carriers, but occasionally shipping damage does occur. Resolving the problem of transit damage or loss depends on the cooperation of all parties. In the event of damage or loss it is imperative that you follow these guidelines:

1. Inspect all shipments upon arrival. If damage or loss is apparent upon delivery, do not accept the goods and do not sign for damaged or missing cartons. If you do accept the goods, keep all packing materials and boxes with the damaged product.
2. Immediately advise Ultralift Australia of all damages or problems with the delivery of goods.

REFUNDS

Established Account:

A full refund will not be issued if the purchaser's account has an open balance. A credit memo will be issued, and credit will be applied first to the invoice on which the products were purchased, then to any other open invoices on the account, beginning with the oldest invoice.

Credit Card / EFT:

All refunds for purchases made by Credit Card/EFT will be issued as a credit to that same account within a reasonable period of time after inspection of returned products.

Cheque:

All refunds for purchases paid by cheque, whether prepaid, C.O.D., or account, will be paid by cheque within a reasonable amount of time, after inspection of returned products.

Ultralift Australia Pty Ltd
Email: sales@ultraliftaustralia.com.au
Web: www.ultraliftaustralia.com.au
Phone: 61 3 9459 0873 **Fax:** 61 3 9457 6686
10 Vernon Ave, Heidelberg Heights VIC 3081 Australia

ULTRALIFT AUSTRALIA

THANKYOU FOR CHOOSING

ULTRALIFT AUSTRALIA

Ultralift Australia Pty Ltd
10 Vernon Ave, Heidelberg Heights VIC 3081 Australia
Email: sales@ultraliftaustralia.com.au
Web: www.ultraliftaustralia.com.au
Phone: 61 3 9459 0873
Fax: 61 3 9457 6686

Member CEDIA