



future automation

SAFETY AND SERVICING

SAFETY, SERVICING AND WARRANTY INFORMATION



IMPORTANT SAFETY INFORMATION INSIDE

THIS DOCUMENT MUST BE PERMANENTLY HELD ON FILE BY THE END
USER FOR THEIR RECORDS

ISSUE 002

SAFETY AND SERVICING

Product Safety Disclaimer - **IMPORTANT SAFETY INSTRUCTIONS BELOW**

By reading this document and/or installing this mechanism you agree that you have both read and understood these conditions as they are written.

WARNING: Failure to provide adequate structural strengthening, prior to installation can result in serious personal injury or damage to the equipment. It is the installer's responsibility to ensure the structure to which the component is affixed can support four times the weight of the component and any additional apparatus mounted to the component.

WARNING: Do not exceed the weight capacity for this product as listed on the product technical information/installation instructions. Exceeding this limit can result in serious personal injury or damage to the equipment. It is the installer's responsibility to ensure that the total combined weight of all attached components does not exceed that of the maximum figure stated.

WARNING: Risk of death or serious injury may occur when children climb on audio and/or video equipment or furniture. A remote control or toys placed on the furnishing may encourage a child to climb on the furnishing and as a result the furnishing may tip over on to the child.

WARNING: Relocating audio and/or video equipment to furniture not specifically designed to support audio and/or video equipment may result in death or serious injury due to the furnishing collapsing or over turning onto a child or adult.

ADDITIONAL WARNINGS:

1. Keep all documentation/instructions after fitting.
2. Read all technical instructions fully before installation and use. It is the installer's responsibility to ensure that all documentation is passed on to the end user and read fully before operation.
3. Do not use near water or outdoors unless the product has been specifically designed to do so.
4. Protect any cables or cords being used near this bracket from being walked on or pinched to prevent damage and risk of injury.
5. Use this product only for its intended purpose as described in the product instructions and only use attachments/accessories specified by the manufacturer.
6. Do not operate the product if it is damaged in any way, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped. Contact the original installer/manufacturer to arrange repair or return.

WARNING - To reduce the risk of burns, fire, electric shock, or injury to persons:

1. Clean only with a dry cloth and always unplug any electrical items being used in conjunction with this product before cleaning.

Product Servicing Information

The manufacturer requires that all legacy, current and future products that Future Automation supply are regularly serviced by an approved Future Automation dealer at yearly intervals commencing on the installation date of a product.

Future Automation accepts no liability/responsibility for damages and/or injury incurred by products that have not been serviced on a yearly basis from the date of installation.

Future Automation accepts no liability/responsibility for damages and/or injury incurred by negligence or improper use of our products.

Future Automation accepts no liability/responsibility for damages and/or injury incurred by improper installation, including disregard for the maximum size and weight requirements specific to the installed product(s).

A Warranty Sheet is provided in this document that **MUST** be filled out by the approved Future Automation Dealer who is installing the product. This Warranty Sheet must be held by the end user for the duration of the products life and will be referred to during servicing or warranty queries.

This document also contains two Service History Forms that must be filled in by the approved Future Automation dealer who is performing the first required yearly service of this product.

One copy of this Service History Form must be held by the customer (along with the Warranty Sheet) and a duplicate copy must be held by the approved Future Automation dealer that performed the service. Missing and/or mismatching documents may delay or invalidate warranty claims.

Additional Service History Forms can be found on the Future Automation website for further yearly services.

RISK ASSESSMENT AND WARRANTY

Risk Assessment Information

It is the installer's responsibility to perform a risk assessment of installed products. Future Automation can provide guidelines to installers/dealer about what should be included in a risk assessment, but due to the individual nuances of each location/site, Future Automation cannot provide a full list of areas to risk assess.

It is the installers responsibility to perform this risk assessment, taking into account every aspect of the job/site.

Basic risk assessment guidelines are provided in this document and further risk assessment details can be found on the Future Automation website via the Safety Page.

Risk assessments should be carried out at yearly intervals from the date of installation to ensure that the installed product remains safe for end users. These additional risk assessments should coincide with the required yearly servicing of the product.

The assessment should also outline any risks to **ALL** potential end users (Eg. All members of a household). A physical copy of all risk assessments performed by the installer should be supplied to the end user, along with these this document and the completed Warranty Sheet, to ensure that they are fully aware and understand any dangers that are outlined in their risk assessment.

It is important that everyone who is to connect, install or use a Future Automation product has had the necessary information and access to the product instructions / user manual.

Future Automation products should not be operated by infirm persons or children under the age of 16 without supervision.

Warranty Information

WARNING - The warranty offered for this product shall be annulled if the product is used improperly or in a way that is in breach of our Terms of Service.

Future Automation provides warranty for the mechanism you purchased for the period of **24 months** from the date of purchase, provided that it isn't used for unintended purposes.

Under the warranty, Future Automation aims to either solve the issue remotely (via telephone or email support) or if the mechanism requires a part, arrange a visit to your premises by a Future Automation approved engineer or send replacement items where appropriate.

Warranty repairs will be carried out as quickly as possible, but subject to parts availability. This warranty period is respectively extended for the period of a repair.

A malfunctioning product must be cleaned and placed into suitable packaging to protect against transit damage before organising delivery to a repair workshop.

All the complaints about defects must be submitted to the vendor/installer that sold this product, rather than directly to the manufacturer.

Any part of your system that needs to be replaced during a warranty repair becomes the property of Future Automation.

The warranty does not cover the following:

- Damages resulting from improper product use or maintenance.
- Repairs carried out by unauthorized persons.
- Natural wear and tear during operation.
- Damages caused by the buyer.
- Accidental damages caused by a customer or damages caused as a result of careless attitude or usage, or damages caused by natural disasters (natural phenomena).
- Any electrical, or other environmental work external to your Future Automation mechanism including power cuts, surges etc.
- Additional items not supplied by Future Automation although they may have been supplied together by the retailer
- Any 3rd party software products controlling your mechanism
- Any transfer of ownership. Warranty is provided only to the initial purchaser.
- Compensation for loss of use of the product, and consequential loss of any kind.

A Warranty Sheet is provided in this document that **MUST** be filled out by the approved Future Automation Dealer who is installing the product. This Warranty Sheet must be held by the end user for the duration of the products life and will be referred to during servicing or warranty queries.

This document also contains two Service History Forms that must be filled in by the approved Future Automation dealer who is performing the first required yearly service of this product.

One copy of this Service History Form must be held by the customer (along with the Warranty Sheet) and a duplicate copy must be held by the approved Future Automation dealer that performed the service. Missing and/or mismatching documents may delay or invalidate warranty claims.

Additional Service History Forms can be found on the Future Automation website for further yearly services.

BASIC RISK ASSESSMENT GUIDELINES

The following are guidelines to installers/dealer about what should be included in a risk assessment, but due to the individual nuances of each location/site, Future Automation cannot provide a full list of areas to risk assess. **It is the installers responsibility to perform this risk assessment, taking into account every aspect of the job/site.**

Your written risk assessment is to ensure the user is informed about potential risks surrounding Future Automation products and how to avoid them during day to day usage.

Risk Assessment Objectives:

- Identify the hazards
- Decide who might be harmed and how
- Evaluate the risks and decide on precautions
- Record your significant findings
- Review your assessment and update if necessary

Guidelines for performing Risk Assessments:

Acting out various movements a user could potentially perform while manipulating their product and making an informed assessment of these movements can aid in understanding the risks associated with the product for an end user. These can include manually adjusting the swivel on a manual bracket, or changing pre-sets on the remote for an automated mount.

As the installation of our products vary drastically between locations we are unable to provide full risk assessments for every product installation scenario. However, we have included a list of points that are relevant in a majority of use cases. The information provided is a guideline and it remains the installer's responsibility to provide a detailed risk assessment. Failure to do so can result in injury or death.

Does the product include a motorised component?

If so, here are some common risks associated with the installed product.

- Tripping and falling over mechanism.
- Hitting body part on mechanism when walking past.
- User(s) falling into cavity occupied by mechanism.
- Animal climbing into mechanism during use.
- Crushing / trapping by the mechanism while operating.
- Accidentally pressing a control button on the remote or mechanism.
- Children playing with remote control, and/or mechanism.
- Electric shock from product cabling / control box wiring.
- Foreign objects or liquid ingress can result in fire.
- Remote control encountering liquid could cause short circuit.
- Risk of crushing from free standing furniture.
- Observing maximum weight limits for mechanism flaps / lids.

Is the product manually operated?

If so, here are some common risks associated with the installed product.

- Tripping and falling over product.
- Over-stretching muscles operating the device.
- Hitting body part on product when operating.
- User(s) falling into / onto cavity occupied by product.
- Animal climbing into product during use.
- Crushing / trapping by the product while operating.
- Children attempting to manipulate the product.
- Foreign objects can jam and make product unsafe to operate.
- Risk of crushing from free standing furniture.
- Observing maximum weight limits for the product.

The following example risk assessment is for demonstrative purposes only and only covers a single scenario. It does not reflect the detail of an appropriate risk assessment that should be performed by the installer.

Example:

Product: **Motorised Articulated TV Wall Mount**

Risk Observed: **Pinching fingers or body parts inside mechanism during movement, causing bruising or crushing injury.**

Risk To Life: **Low**

Risk Likelihood: **High**

Actions Recommended: **Installation of a proximity sensor to cut mechanism power if movement is detected within a certain distance of the bracket. Demonstrate to the customer where on the device can cause this particular injury so they can avoid those areas while operating mechanism.**

Action Result: **Risk of harm occurring from catching fingers or body parts inside mechanism is greatly reduced by the addition of a proximity sensor. Customer is aware of the risk and has been given the knowledge to avoid the risk.**

Product Recommended/Installed (If Applicable): **Third Party Proximity Sensor - Dealer Supplied.**



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WARRANTY SHEET

THIS WARRANTY SHEET MUST BE HELD ON FILE BY THE END USER

PRODUCT MODEL / NAME _____
PRODUCT SERIAL NUMBER _____
END USER'S FULL NAME _____
INSTALLER COMPANY NAME _____
INSTALLER PHONE NUMBER _____
INSTALLER WEBSITE _____
DATE OF SALE (DD/MM/YY) _____

INSTALLER: I HAVE READ FUTURE AUTOMATION'S TERMS OF SERVICE POLICY AND HAVE PERFORMED A FULL RISK ASSESSMENT OF THE INSTALL.

SIGNATURE _____
PRINT _____

END USER: TERMS OF SERVICING WERE NOTED AND AGREED UPON AND THE INSTALLER OF THIS PRODUCT INFORMED ME OF ALL RISKS INVOLVED WITH THE USE OF THIS PRODUCT.

SIGNATURE _____
PRINT _____

PRODUCT WARRANTY IS VALID FOR 24 MONTHS FROM THE DATE OF SALE



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SERVICING HISTORY FORM - END USER COPY

THIS SERVICE HISTORY FORM MUST BE HELD ON FILE BY THE END USER

SERVICE DATE (DD/MM/YY) _____

PRODUCT MODEL / NAME _____

PRODUCT SERIAL NUMBER _____

INSTALLER COMPANY NAME _____

ISSUES OBSERVED (IF ANY) _____

ACTION REQUIRED (IF ANY) _____

SERVICING COMPANY NAME _____

SERVICING COMPANY PHONE NUMBER _____

SERVICING COMPANY WEBSITE _____

SERVICE ENGINEER NAME _____

END USER SIGNATURE

SERVICE ENGINEER SIGNATURE



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SERVICING HISTORY FORM - DEALER COPY

THIS SERVICE HISTORY FORM MUST BE HELD ON FILE BY THE SERVICING DEALER

SERVICE DATE (DD/MM/YY) _____

PRODUCT MODEL / NAME _____

PRODUCT SERIAL NUMBER _____

INSTALLER COMPANY NAME _____

ISSUES OBSERVED (IF ANY) _____

ACTION REQUIRED (IF ANY) _____

SERVICING COMPANY NAME _____

SERVICING COMPANY PHONE NUMBER _____

SERVICING COMPANY WEBSITE _____

SERVICE ENGINEER NAME _____

END USER SIGNATURE

SERVICE ENGINEER SIGNATURE



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