

CARDS, FOBS & REMOTES

– FREQUENTLY ASKED QUESTIONS



My card/fob/remote is not working

Access remotes: Try replacing the battery first.

Check the purchase date:

- Manufacturer's warranty is 3 months from purchase.
- More than 3 months old: The item is no longer under warranty.
Please purchase a replacement via the portal: orders.austronics.com.au
- Within 3 months: The item may still be under warranty.
Email portal@austronics.au with a clear photo of the item (front and back) for investigation and possible replacement.

Can my item be reprogrammed?

Reprogramming is generally not recommended.

- If remote access is available, a remote reprogramming fee applies. A Work Order from your Strata is required – contact your Strata Manager.
- If a site visit is required, an onsite service fee applies, and resolution is not guaranteed.
In many cases, the cost of attendance is higher than the cost of a replacement item.
If reprogramming fails, you will still need to purchase a new item.
- No refunds are provided if the issue is not resolved.
- For most customers, ordering a replacement via the portal is the most cost-effective option.

How do I order a new card/fob/remote?

Go to orders.austronics.com.au

- If you already have an Account, click "Log-in" or click "Create a New Account"
- Register your details
- Order items specific to your apartment/building.

Can I order, pay and collect directly from your office?

- NO - All orders are placed and paid for via the online portal: orders.austronics.com.au

How is my order sent?

Orders are sent via Registered Post and require a signature on delivery.

- When placing an order, you can choose your preferred shipping address (e.g. home or workplace) under Account > Shipping/Postage.
If you are not home, Australia Post will take your item to the nearest post office.
- You will receive an SMS or email from Australia Post when it is ready for collection.

Can I ship my order to a different address?

Yes. When placing your order, you can enter an alternative shipping address (e.g. workplace or primary residential address) under Account > Shipping/Postage BUT you must update the new address prior to completing your transaction.

How long does it take to receive my order?

Typical timeframes:

- 1–2 business days for your Strata Manager to approve your order.
- Once approved, items are usually programmed and processed the same or next business day, dependent on stock availability.
- Registered Post (per Australia Post):
- Generally, 2–6 business days within Australia
- Express Post (if used) usually 1–3 business days
- Regional areas may take up to 2 additional business days.

How do I track the progress of my order?

You will receive automatic email updates to the address in your profile at each key stage:

- Confirmation when you place your order
- Notification sent to your Strata/Property Manager requesting approval
- Confirmation when your order is approved
- Confirmation when your item is programmed and dispatched
- These updates keep you informed throughout the entire order process.

Do I receive a tax invoice?

Yes.

- Once your order is approved and enters the programming/dispatch queue, a Paid Tax Invoice is emailed to the email address in your portal profile.
- A printed copy is also included with your item.

Can I get a tax invoice before making payment?

No. Tax invoices are issued after:

- Payment is processed, and your order is approved by the Strata Manager.
- The invoice is emailed to you and included with your delivery.

I've lost my card/fob/remote – what should I do?

If you are ordering a replacement, please also request deactivation of the lost item for security.

In the Notes section of your portal order:

- State that you want to deactivate a fob/card/remote
- If known, include the Serial Number of the item to be deactivated
- If unknown, request deactivation of all fobs **except those** you currently hold and list the ones you have – if you don't know the number/s, present all against your onsite card reader and advise the:
 - Specific location of the reader within your site
 - Date and time of the read

If you are only wanting to deactivate, without re-ordering you will need to:

- Contact your Strata Manager/Property Manager to request a Work Order for deactivation.
- This service incurs a fee, which is charged via your Strata Manager/Property Manager.