



# ***HD809N USER'S MANUAL***

DOWNLOAD THE  
**PRODUCT USER GUIDE**  
[www.globetv.com.au/hd809n](http://www.globetv.com.au/hd809n)



# ZAAP



## Get in touch



Ph: 03 9005 5401



Mob: 0490 035 639  
SMS ONLY  
for Authorisations



[sales@globetv.com.au](mailto:sales@globetv.com.au)



[globetv.com.au](http://globetv.com.au)

## Come see us

6 / 109 Plenty Road, Preston VICTORIA 3072

## Social



FACEBOOK.COM / ZAAPTVDistributor

INSTAGRAM: GLOBETV.AU

YOUTUBE: ZAAPTVOFFICIAL

TWITTER: ZAAPTVOfficial



**IMPORTANT SAFETY INSTRUCTIONS:**

- Read and follow these instructions
- Heed all warnings
- Do not use this apparatus near water
- Clean only with dry cloth
- Do not block any ventilation openings. Install in accordance with the manufacturer’s instructions.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power-supply cord or plug is damaged, 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.

**IMPORTANT SAFETY CONSIDERATIONS**

The ZAAPT V set-top device requires careful handling to avoid potential damage to its internal parts. Be sure to follow these requirements during transportation and installation. It shall remain readily accessible and operable. The apparatus shall not be exposed to any dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

**During Installation**

- Do not place the ZAAPT V device in an enclosed area where the cooling vents are blocked or impede the flow of air through the ventilation openings.
- Always connect HDMI, AV and Network cables **before** connecting the power to the device.  
**We recommend connecting your ZAAPT V device to a Powerline Surge Protector such as the Belkin SurgeCube.**

**CAUTION:**



**DO NOT PLACE ANYTHING ON TOP OF YOUR ZAAPT V SET-TOP DEVICE, ESPECIALLY OTHER HOME ENTERTAINMENT COMPONENTS. BE SURE TO PROVIDE ADEQUATE VENTILATION TO PREVENT OVERHEATING**

- Install ZAAPT V set-top device, on a hard flat surface not prone to vibration or impact and not on top of another electronic device
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
- Installation of ZAAPT V device near consumer electronics devices, such as stereo receiver/amplifiers and televisions, is permitted as long as the air surrounding your ZAAPT V device does not exceed 40°C
- Do not install the ZAAPT V set-top device in an area where condensation occurs.
- To prevent the temporary loss of data and cause a temporarily non-responding ZAAPT V device, do not plug the AC power cord into an already switched on power outlet.



# ***HD809N INSTALLATION***

DOWNLOAD THE  
**PRODUCT USER GUIDE**  
[www.globetv.com.au/hd809n](http://www.globetv.com.au/hd809n)



# ZAAP



## **HD809 INSTALLATION AND SETUP GUIDE**

### GETTING STARTED

Thank you for choosing the latest ZAAPT V HD809N product.

To get started you will need to connect your ZAAPT V Internet Receiver to your TV, Modem Router and the power. Depending on the distance between your Modem and your TV, both wired & wireless set up options are available. For a better TV Experience, we suggest connecting your ZAAPT V device to the Modem using a Network Cable. We also suggest you check your Internet Speeds. This should be a minimum of 6Mbps. There are online tools that give you an estimate of the download speed of your internet connection. You can conduct speed tests through your Internet Providers website or visit <http://speedtest.net>

*NOTE: For the best internet streaming experience, it is recommended you use the wired setup option for your ZAAPT V device. If however, your Modem is not located near your TV, use the Wi-Fi option instead. Your Internet Modem/Router must have Wi-Fi capability.*



# ZAAP



## HD809 REMOTE CONTROL



**Remove Battery Cover and insert 2x AAA Batteries with correct polarity as indicated**



- A** Power On, Power Off
- B** Mute Volume / Sound
- C** Use numbers to go direct to Channel
- D** Exit / Home Button
- E** Use Arrow keys to navigate Channels and press OK to select
- F** CH+ Channel Up CH- Channel Down
- G** VOL+ Volume Up VOL- Volume Down
- H** Back, return to previous screen or menu
- I** Menu, open Settings for the current App
- J** F1, open File Manager  
F2, open Youtube  
F3, open Netflix  
F4, open Skype

**GLOBE**  **TV**  
[globetv.com.au](http://globetv.com.au)

# ZAAP



## **HD809 AIR MOUSE REMOTE CONTROL (optional)**



**Remove Battery Cover and insert 2x AAA Batteries with correct polarity as indicated**



- A** Power On, Power Off
- B** Mute Volume / Sound
- C** Use numbers to go direct to Channel
- D** Exit / Home Button
- E** Use Arrow keys to navigate Channels and press OK to select
- F** CH+ Channel Up CH- Channel Down
- G** VOL+ Volume Up VOL- Volume Down
- H** Back, return to previous screen or menu
- I** Menu, open Settings for the current App
- J** 1) Plex, open File Manager 2) Youtube 3) Netflix 4) Skype

## INTRODUCTION

We congratulate you on receiving this ZAAPT series high-definition All-Digital set-top box, one of the most compact and advanced interactive digital IPTV set-top boxes available today. ZAAPT™ has combined the extraordinary features of IPTV with interactive menus, ease of use and almost endless options. This set top box comes with entertainment package which allows you to install applications for example YouTube, browse the internet or download any App from the Google Play store. Download the KODI application to enable you to watch whatever type of program from your library or through additional addons.

## OPERATION

### Turning power on and off

Plug in the supplied power adapter to the electrical outlet and to the back of the ZAAPT HD809 device. Use the remote control to turn the device on (blue light). Pressing the power button again will put the ZAAPT HD809 device into standby or off mode (standby – red light).

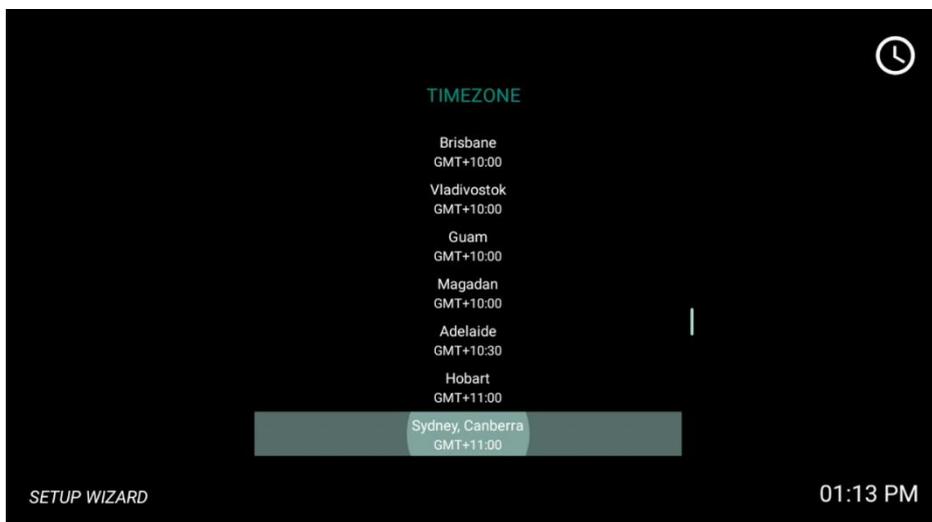
### SETTING UP YOUR ZAAPT HD809 DEVICE

When you turn on your box for the first time you will prompted with the Setup Wizard. Follow the instructions on screen.

#### 1) Language – Set to English



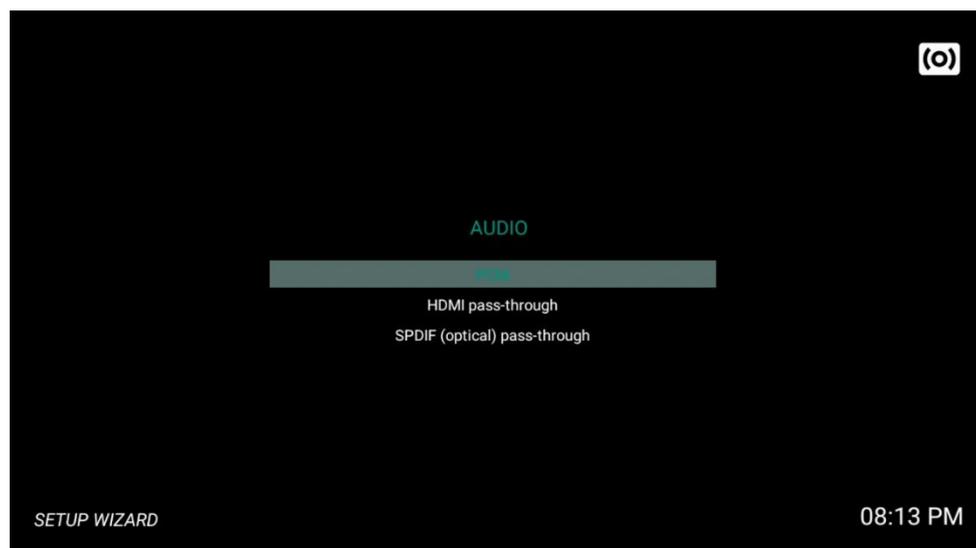
#### 2) Timezone – Select your City, typically Sydney, Canberra GMT +10



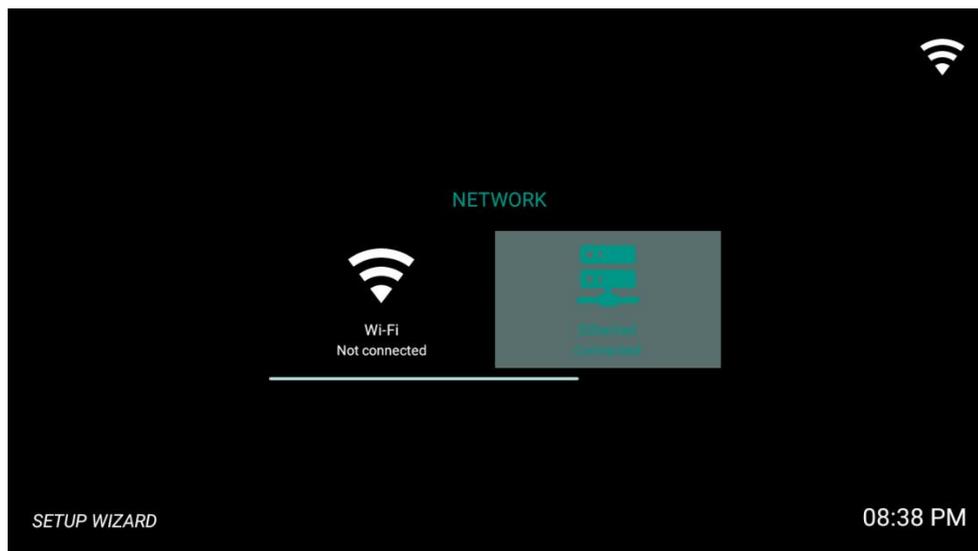
3) Resolution – Select 720p for older Televisions or if you are uncertain. For new Televisions select 1080p.



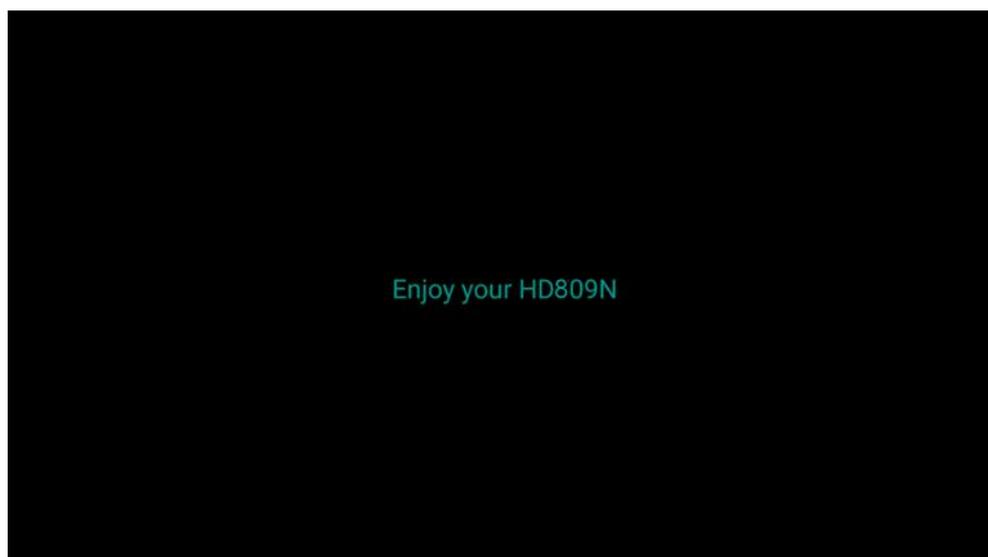
4) Audio – Select PCM. Do not select HDMI pass-through as you will not have any sound.



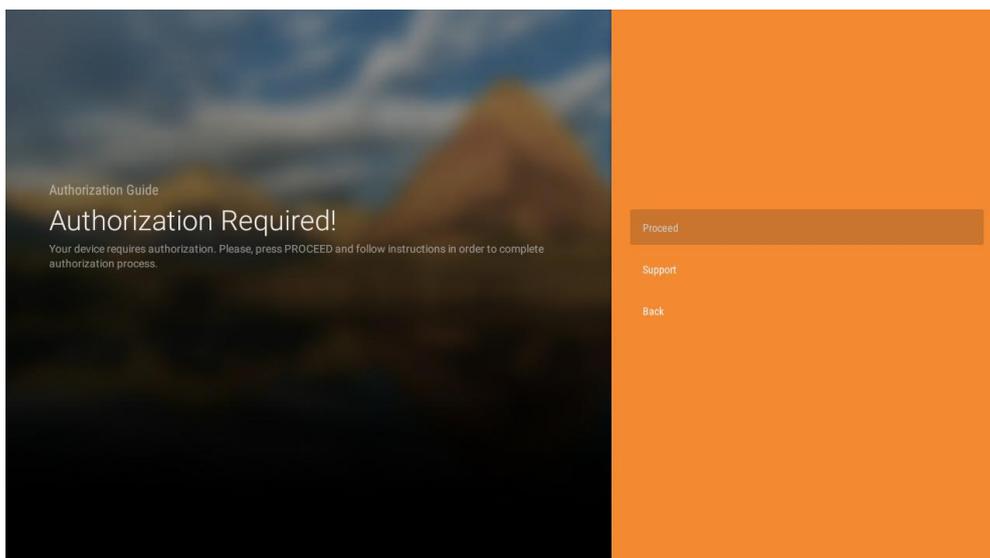
- 5) Network – Set to Ethernet if connecting ZAAPT device to Modem by Cable, alternatively use Wi-Fi if not using Cable. If selecting Wi-Fi, please enter your password now.



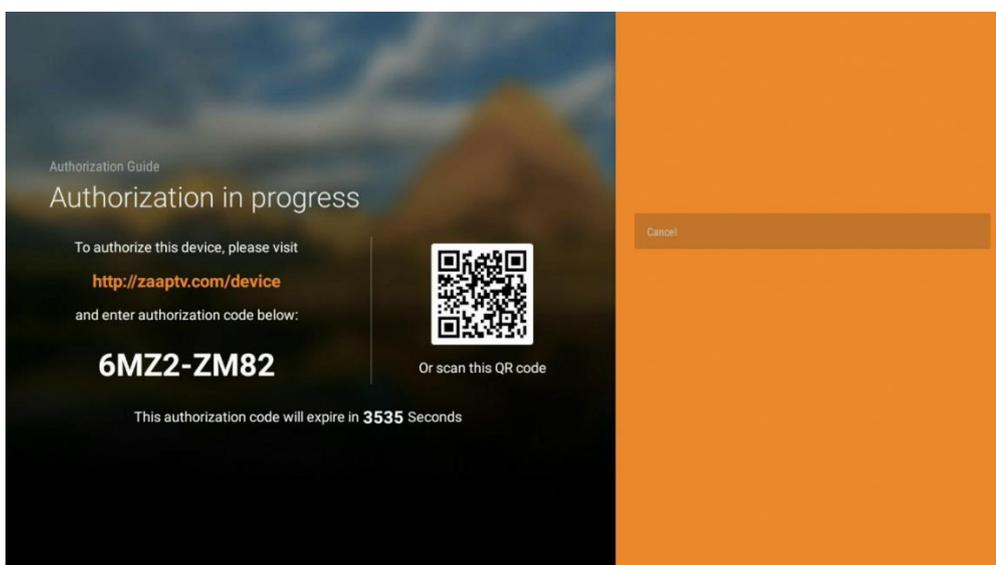
- 6) Your ZAAPTV HD809 device will now Restart and begin Loading. Please be patient as it may take up to 1 minute to load. During this time you will have a Black Screen on your Television.



7) Authorisation Required – Click OK to Proceed



8) Proceed to <https://globetv.com.au/contact> to Submit your Device Authorisation Code



## COMPLETING THE AUTHORISATION PROCESS AND ENROLLING YOUR DEVICE

Please follow the instructions on the following pages to Activate your device.

Proceed to <https://globetv.com.au/contact>

**GLOBE TV**  
Official ZAAPT<sup>TV</sup> distributor for Australia  
and New Zealand



**Address:**

6/109 Plenty Road  
Preston, Victoria 3072  
Australia

**Email:** [Sales Enquiries](mailto:Sales Enquiries)

**Office Hours:**

Mon-Fri: 10am to 5pm  
Sat: By Appointment only  
Sun: Closed

<b>PHONE:</b>	<b>03 9001 4526</b>
<b>Sales</b>	<i>press option 1</i>
<b>Support</b>	<i>press option 2</i>
<b>Subscriptions</b>	<i>press option 3</i>
<b>Resellers</b>	<i>press option 4</i>
<b>SUPPORT:</b>	<b>0490035639</b>
<b>SMS</b>	<i>Text your Full Name and message</i>
<b>Call</b>	<i>You will be directed to our Support Team</i>

Sales Enquiry
Support Enquiry
Authorise Device or Activate Subscription

**Your Full Name \***

First

Last

**Your Phone Number \***

**Your Email Address \***

**Customer No: \***

Your Customer Number can be found on the top left hand corner of the Tax Invoice ie. CUST1234

**Product Purchased \***

ZAAPT<sup>TV</sup> HD709

**Authorize Device or Activate Subscription \***

Authorize Device  
 Activate Subscription

Please select whether you want to Authorize Device or Activate Subscription

**Authorization Code \***

PRESS PROCEED ON YOUR TV TO GET THE AUTHORIZATION CODE. It will be an 8 Letter/Number combination. The Authorization Code will last for 1 before it updates again.

**Authorization in progress**

To authorize your device, please visit <http://zaaptv.com/device> and enter authorization code below.

BD1M-7NTA

Authorization code will expire in **3595** seconds

To cancel, press **BACK**

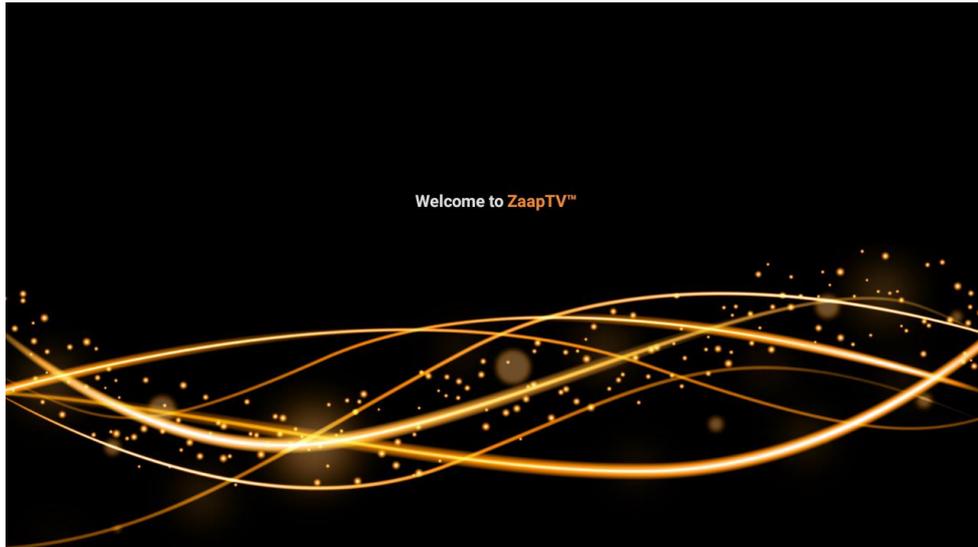
**Your Message \***

**Captcha**

Your IP address has been recorded to prevent fraud: 05/03/2019  
<https://globetv.com.au/contact/>  
94.130.18.219

**SUBMIT**

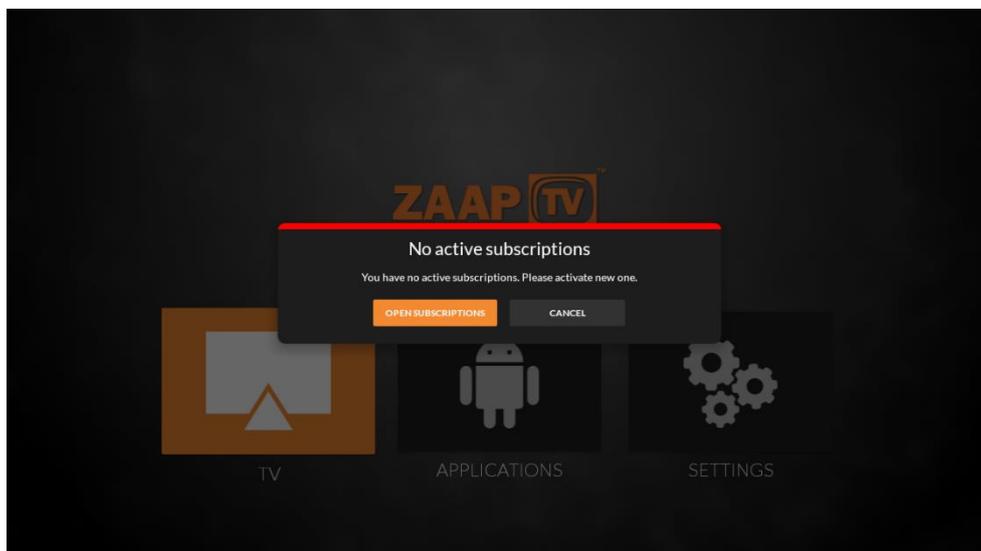
When you have submitted your form, our Technical Department will manually Authorise your device. You will see the following screen upon successful Authorisation:



### COMPLETING THE SERVICE ACTIVATION

Following the loading, you will be asked to enter your Product Activation Key also known as the PIN, Renewal PIN or Voucher. This PIN can be found on your Tax Invoice Receipt from your place of purchase. If you are instructed to Register your device with <https://RegisterZAAPTV.com> , then follow the instructions included on the plastic card to obtain your Voucher.

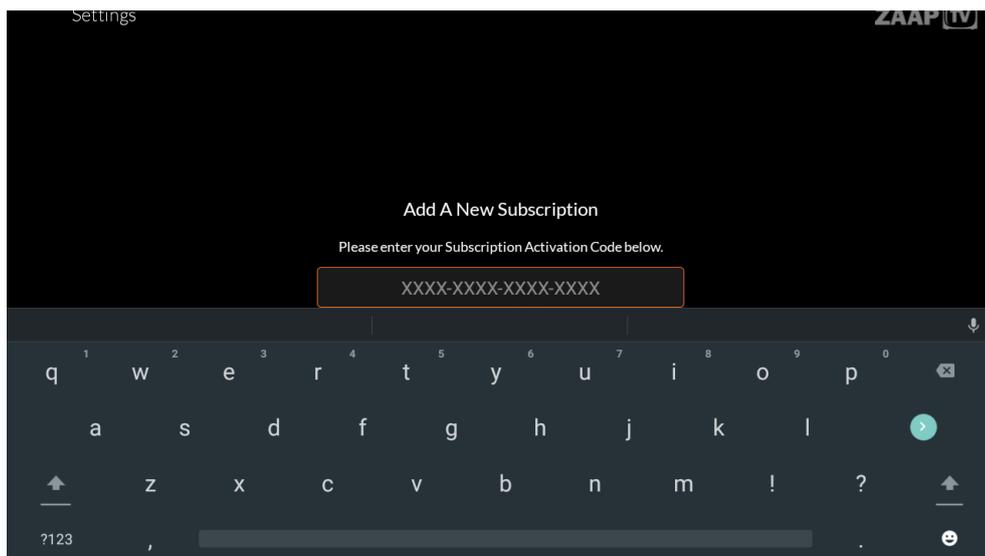
#### 1) Click on **Open Subscriptions**



**2) Click on Add Subscription**



**3) Type in your PIN / Voucher – this is a 16 digit Alphanumeric PIN / Voucher**



**4) Press OK on the blue arrow. Your Service is now Activated.**

**CONGRATULATIONS. YOU ARE NOW READY TO START WATCHING YOUR FAVOURITE TV SHOWS.**

## SELF DIAGNOSE AND EASY TROUBLE SHOOTING GUIDE

### Problem

**Question 1:** No video or picture?

**Solution:** Switch off your ZaaPTV box for 5 minutes, check all cables and then put the power back on.

**Question 2:** Picture through ZAAPTV breaks up constantly?

**Solution:** Call your Internet Provider to check whether you have exceeded your download monthly data limit and to also check internet speed.

If No, please unplug ZAAPTV Internet Receiver and your wireless modem router at the same time from the mains power.

Allow 10 minutes for both units to be off and then connect the power only to your wireless modem router (Do not connect power to ZAAPTV yet). Allow 5 minutes for your wireless modem router to be on until all lights stop flashing, then connect power to ZAAPTV internet receiver.

***If the problem persists, call ZaaPTV on 03 9005 5401 during business hours.***

**Question 3:** Some channels stream ok, others break up (occasionally) and others do not stream at all.

**Solution:** Technical issues from overseas affecting certain channels, be patient transmission will resume when problem has been rectified.

**Question 4:** My ZAAPTV HD809 device is displaying **Authorisation Required**.

**Solution:** Please call our Office immediately on 03 9005 5401 or email us at [sales@globetv.com.au](mailto:sales@globetv.com.au)

Your device will need to be Re-registered by us. Activating your device with ZAAPTV (the manufacturer) directly will void any Support Agreements you have with GlobeTV and you may incur a \$65 Service Charge.

For more technical information, go to:

**<https://www.GlobeTV.com.au/faqs/>**

## **FREEZING AND BUFFERING PROBLEMS**

Many things can cause your ZAAPT TV device to buffer and freeze whilst streaming your Favourite [Greek](#) or [Arabic](#) TV Channels. Other Electronic devices can also interfere with your modem's Wi-Fi signal and this can significantly affect the performance of streaming.

With the device being smaller and with the antenna being internal to the device, it does not have the same ability to pick up weaker signals as that of an external antenna.

You may not be able to eliminate the interference, buffering or freezing, but you can minimise it.

### **Here are some quick tips for troubleshooting your home's wireless interference.**

- Move your wireless Modem Router to another location preferably closer to your TV where your ZAAPT TV device is installed, especially if you are using Wi-Fi and if the distance between your modem and ZAAPT TV device is more than 7m
- Place your modem on a desk or on top of an elevated shelf where the WiFi signal travels better "downwards"
- Install a Wi-Fi range-extender or Powerline Adaptor. The Wi-Fi Range Extender is typically setup in a central location in the home. ***However, we prefer a Powerline adaptor instead as one of our preferred solutions.***
- Unplug other electronics that may be interfering with your connection such as cordless handsets, baby monitors,
- Enable channel auto-switching on your Modem Router. The best channel for your WiFi is the one not being used by most other WiFi networks around you (e.g. the neighbours). For example, if most other WiFi networks are using channel 11, try using channel 1 or 6 in your modem's WiFi settings. **Channels 1, 6 and 11 are the most ideal channels to use in Australia.**

## Here are some quick tips for troubleshooting your home's wireless interference *continued*

- Purchase a better Modem / Router which has Superior Performance and Wireless Coverage than your ISP provided Modem.
- Replace your modem, if it is more than 3 or 4 years old
- Use an external USB Wi-Fi Antenna and connect to the USB on your ZAAPTV device
- Use an AV Sender with IR Receiver. Connect an AV Sender (transmitter unit) to your ZAAPTV device and install in the same room as your modem. Connect the AV Sender (receiver unit) to the TV where you wish to watch your favourite channels.

### ***Our preferred solution to Wi-Fi connections: if you are unable to move the modem closer to the TV***

**Use an Ethernet Cable to connect your ZAAPTV device to your modem directly.** You can do this yourself by running a ready-made Cat6/7 Ethernet Cable from your modem to the ZAAPTV device or you will need to engage a qualified Electrician to run an Ethernet Cable and have it installed professionally with Wall Plates.

## **STREAMING PROBLEMS? HOTSPOT YOUR ZAAPTV DEVICE TO YOUR MOBILE PHONE**

If you are experiencing streaming problems and don't know if it is your Internet Provider or the ZAAPTV device which has a problem, then you can try the following to help diagnose the problem:

### **Power cycle your ZAAPTV device and Modem/Router**

Unplug the power to your Modem/Router, unplug the Power to your ZAAPTV device, re-connect the Power to your Modem/Router and wait 5 minutes for all the led lights to stop flashing, then re-connect the power to your ZAAPTV device. Check to see if you are still experiencing the same issues.

### **Using your iPhone as a Modem (Hotspot)**

1. Open the Settings app, then select Mobile Data. See screenshots below.
2. Tap Personal Hotspot and set Personal Hotspot to On, so the slide turns green.
3. If Wi-Fi and/or Bluetooth are off, iOS will ask if you want to turn them back on.
4. Tap 'Wi-Fi Password' and enter a suitable password. You will need this password later.
5. Now check the name of the hotspot listed under To Connect Using Wi-Fi.

### **Using your Android Phone as a Modem (Hotspot)**

1. First, go into **Settings > Network & Internet** and look for **Hotspot & tethering**.
2. Check for variations like **Tethering, Mobile Hotspot** and **Tethering & portable hotspot**.
3. Tap **Hotspot & tethering** and you should see options for **USB tethering, Wi-Fi hotspot**, and **Bluetooth tethering**.
4. Tap **Wi-Fi hotspot > Hotspot name** to add or edit the name.
5. Tap **Security** to and choose **WPA2 PSK**. The other option is none, which isn't advised.
6. Tap **Hotspot password** to add or update the password.
7. Press the Menu/House button on your Remote Control to go back to the Main Menu of your ZAAPTV device.
8. Select a Channel to see if it is streaming ok. You may have to restart your ZAAPTV device if it doesn't play any channel.

## Setting up your ZAAPTV to work with Wi-Fi

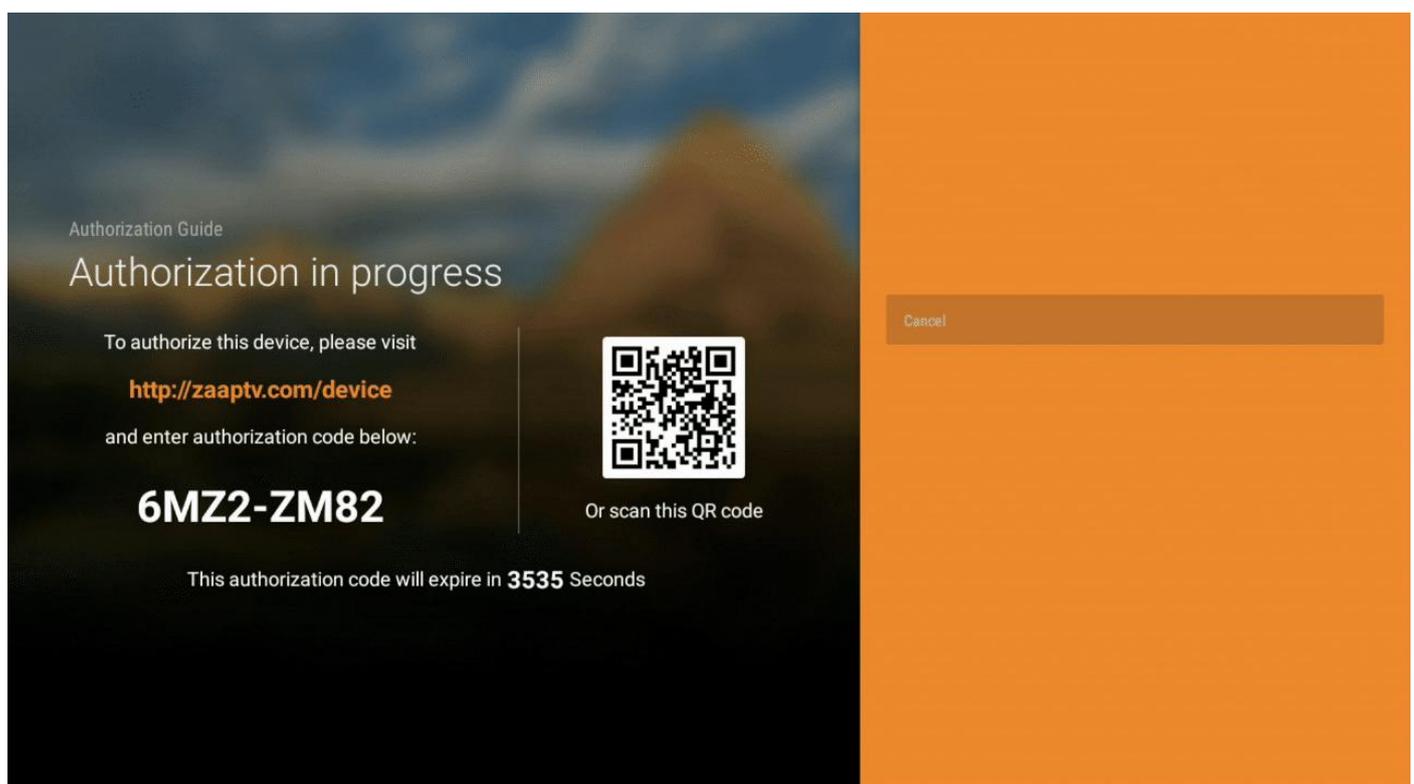
1. Turn on your ZAAPTV device and wait for it to load
2. From the Main Menu, select Applications and press ok
3. Select Settings and press ok
4. Select Network and press ok
5. Select Wi-Fi and then select the name of your iPhone or Android Wi-Fi Hotspot
6. Type in your password, to connect to your iPhone or Android
7. Press the Menu/House button on your Remote Control to go back to the Main Menu
8. Select a Channel to see if it is streaming ok. You may have to restart your ZAAPTV device if it doesn't play any channel.

If you need to Factory Reset device, please follow the instructions:

<https://globetv.com.au/hd709-software-updates>

Following the Factory Reset, you will need to Authorise your device. If outside office hours, please complete the online form.

We will need your Customer Number (**CUSTxxxx**) and the 8 digit Authorisation Code: <https://globetv.com.au/contact>



Authorization Guide

### Authorization in progress

To authorize this device, please visit

<http://zaaptv.com/device>

and enter authorization code below:

**6MZ2-ZM82**

This authorization code will expire in **3535** Seconds

Or scan this QR code

Cancel

## **IF YOUR DEVICE IS SHOWING DEVICE STORAGE FULL MESSAGE OR IS NOT STARTING**

**Solution:** Please follow the Factory Reset Instructions.

## **MY REMOTE CONTROL IS NOT WORKING OR THE DEVICE IS NOT RESPONDING**

Most Remote Controls have a Red or Green indicator light. When you press any button on the Remote Control the LED light should light up.

If there is no light, try changing the batteries and ensure they are the correct way around.

If the Remote Control light works and the device is not responding, then you may need to either Pair the Remote Control (HD609, "X") with your device or do a Factory Reset on your device (HD809, HD709, HD609, "X", LN6000). You can find more information on how to do a Factory Reset on our website:

<https://globetv.com.au/hd709-software-updates>

**Solution:** Please follow the Factory Reset Instructions.

## **MY TV SHOWS THE ZAAPT V LOGO BUT THEN GOES BLACK**

**Solution:** Please follow the Factory Reset Instructions.

## **I AM RECEIVING ERROR 404 OR CODE 0**

This normally occurs when there is an Internet related problem, channel error etc.

If you see any of these Error Codes on all channels, then follow the instructions below:

1. Remove the power to your Modem/Router
2. Remove the power to your ZAAPT V device
3. Re-connect the power to your Modem/Router and wait 10 minutes
4. Re-connect the power to your ZAAPT V device and check the channels again

If the problem persists, check your Modem/Router and confirm the Internet Light is on. If not, you will need to contact your Internet Provider. If the Internet Light is on and you are still receiving these errors, please contact our Office through the GlobeTV website: <https://globetv.com.au/contact>

## **FACTORY RESET INSTRUCTIONS**

### **Factory Reset (Software): Preferred Method**

1. Go to the **Settings**. This can be found down the bottom after the Movies section. Press the home or back buttons if you are on another screen.
2. Go to **SETTINGS** and Select **STORAGE AND RESET**
3. Select **FACTORY RESET** and **ERASE EVERYTHING**
4. Wait for device to reboot
5. After Rebooting, you will be asked to Authorize the Device. Please press Proceed. You will then see an Authorization Code as shown below.
6. You will need to Authorize your Device. You can do this by calling our Office during Business Hours on 03 9005 5401 or send us your Authorization Code through our website and click on the Contact Us link:  
<https://globetv.com.au/contact> – the Authorization Code expires after 1 hour.

### **HD809 Factory Reset (Hardware) instructions: ONLY if you are unable to complete the above steps**

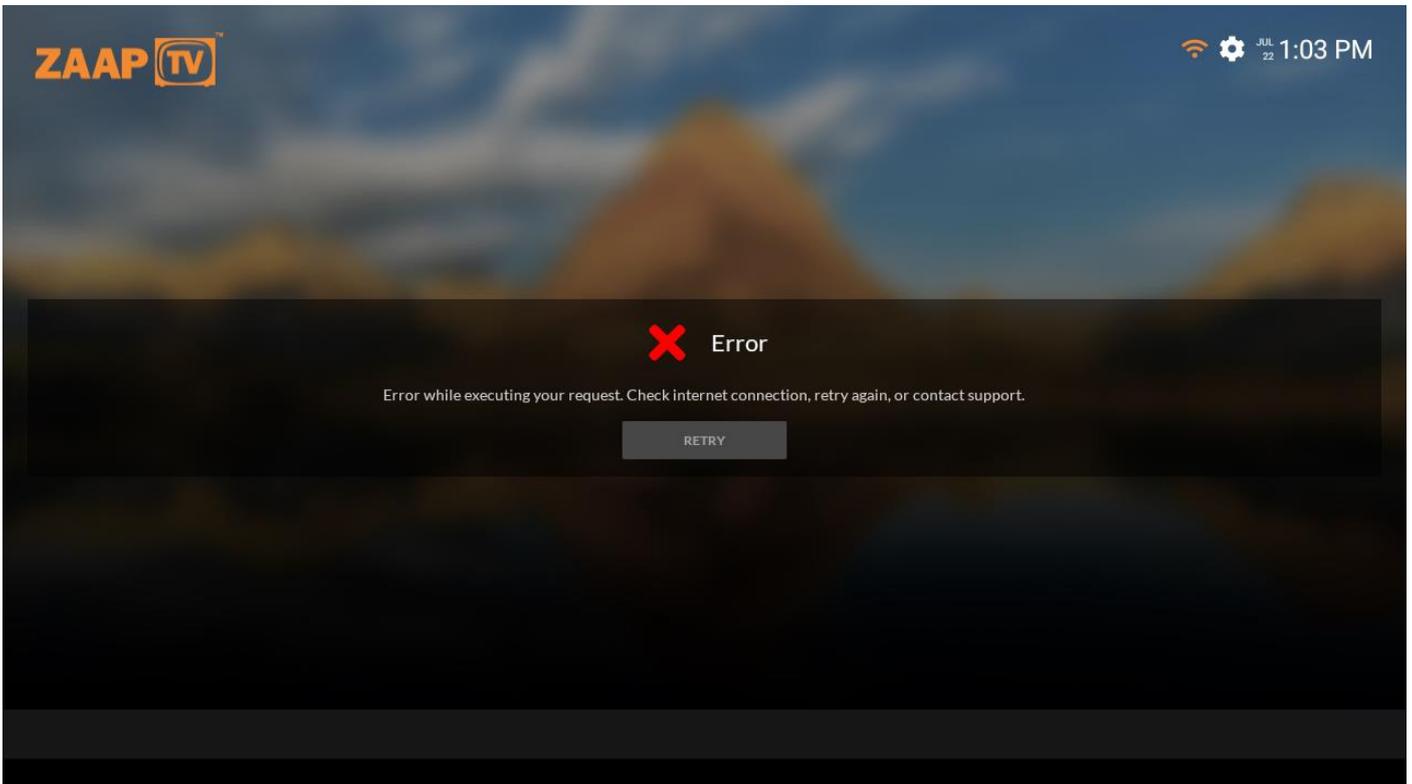
1. Unplug the Power Adaptor from your ZAAPT V device
2. Insert a paperclip or suitable small object into the Reset button. The HD809 Reset button is located on the underside of the device.  
**DO NOT PRESS HARD ON THE RESET BUTTON AS YOU WILL DAMAGE THE DEVICE.**
3. Apply Power to your ZAAPT V device whilst holding the paperclip for 10-15 seconds
4. Using your Remote Control, go down to **Wipe Data/Factory Reset**, press OK
5. Go down, to **“Yes — delete all user data”** and press ok
6. Once this has been, **Reboot Now**
7. After Rebooting, you will be asked to Authorize the Device. Please press Proceed. You will then see an Authorization Code as shown below.
8. Please call our Support Team to Activate the device on 03 9005 5401 press Option 2.

If you are calling outside of Business Hours, please send an SMS Text with your **Full Name, Customer No and Mob: 0490035639**. Alternatively, complete the Contact Us form by clicking the link below. In the “Your Message” section, please type in the Authorisation code shown on the screen:

<https://globetv.com.au/contact>

## HOW TO SETUP YOUR ZAAPTVM DEVICE TO CONNECT TO YOUR WI-FI

When you see the error message stating there is no Internet Connection, either press the Back Button on the Remote Control or press Cancel



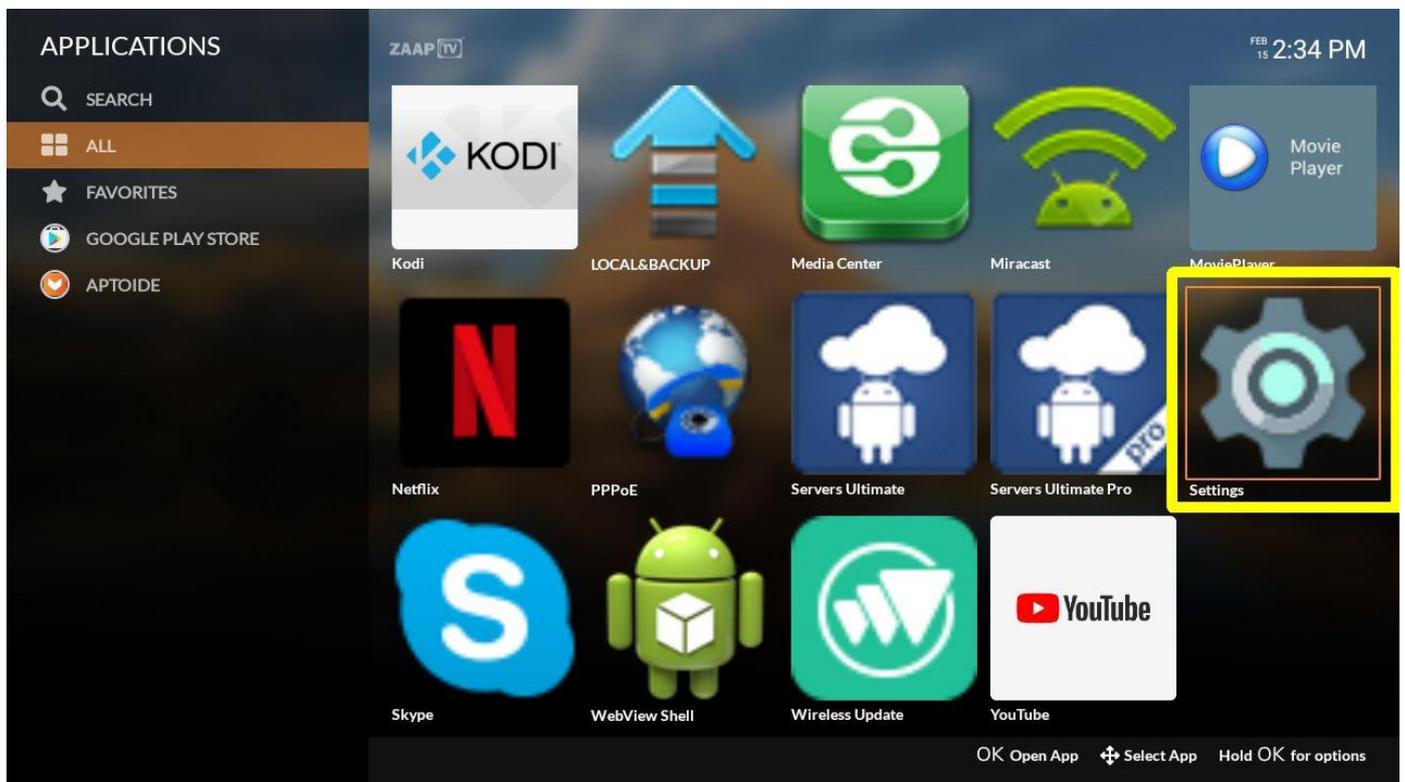
1. Select **Applications** from the Main Menu and press ok
2. Select **Settings** and press ok
3. Select Wi-Fi and choose the name of your Wi-Fi. Press OK and enter the password.
4. Click on the Blue Arrow to submit your Password.
5. Then click on Connect. If it says Wi-Fi is connected, then just go back to the main screen and press on TV Channels.

**Note: If the keyboard is still on the screen, just press the Back button to get rid of it and then press Connect.**

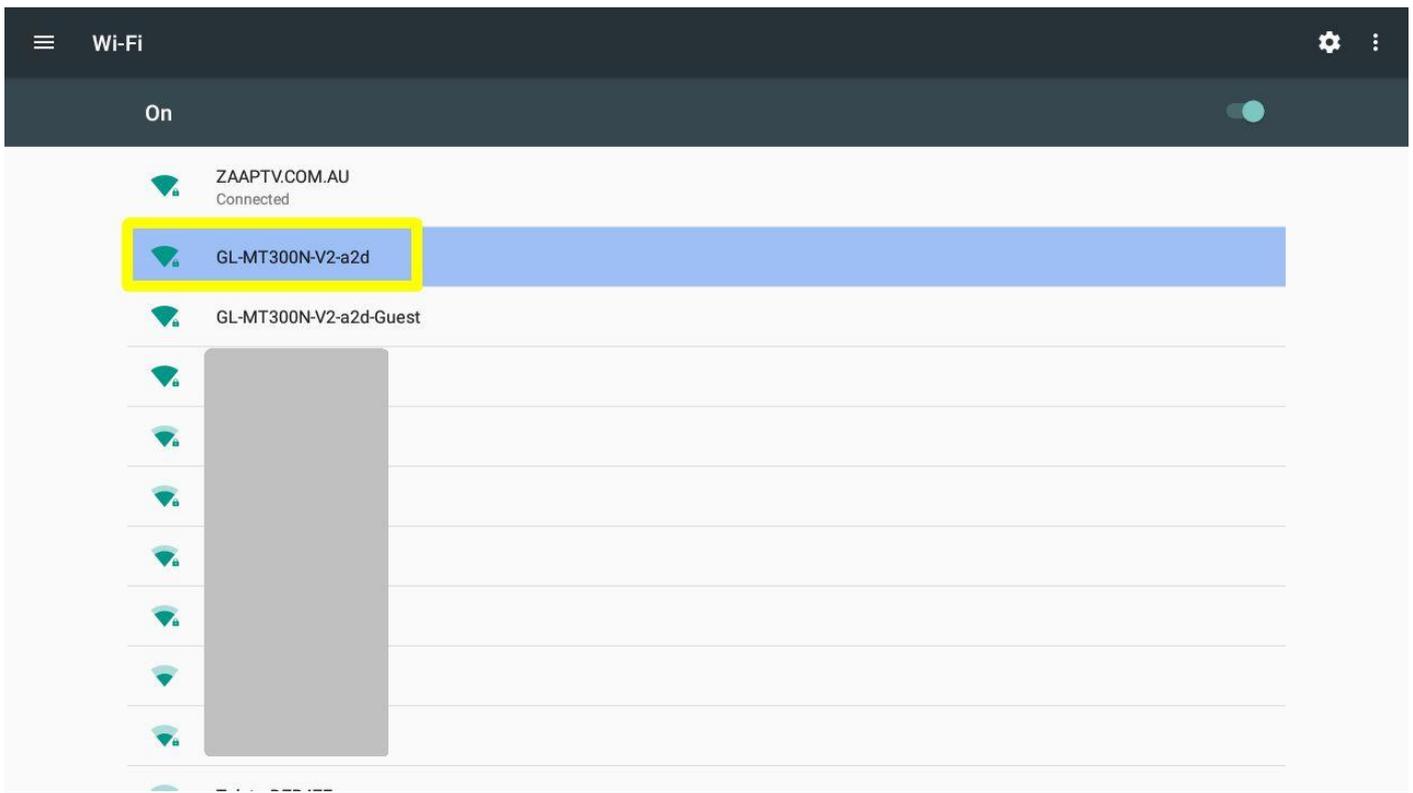
**STEP 1:** Select **Applications** from the Main Menu and press ok



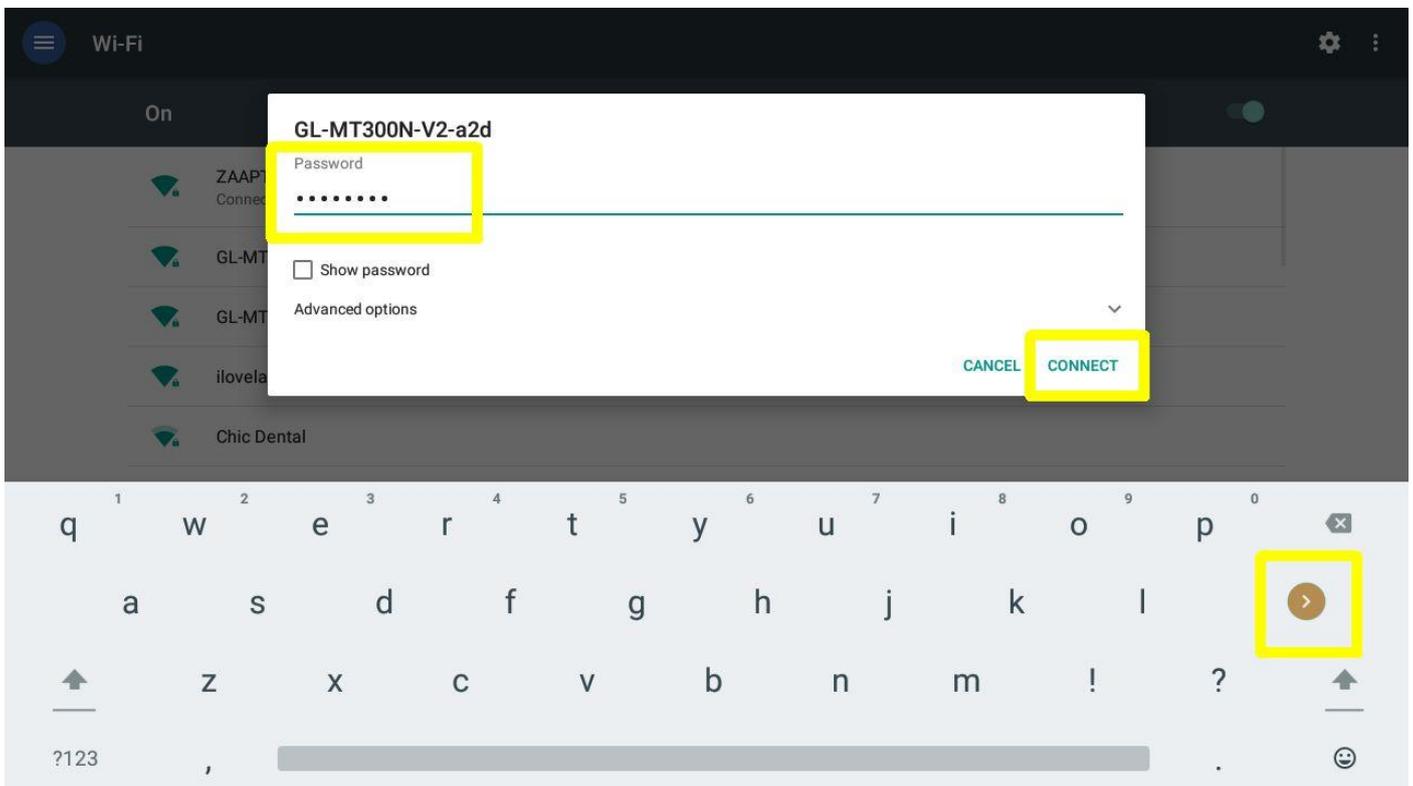
**STEP 2:** Select **Settings** and press ok



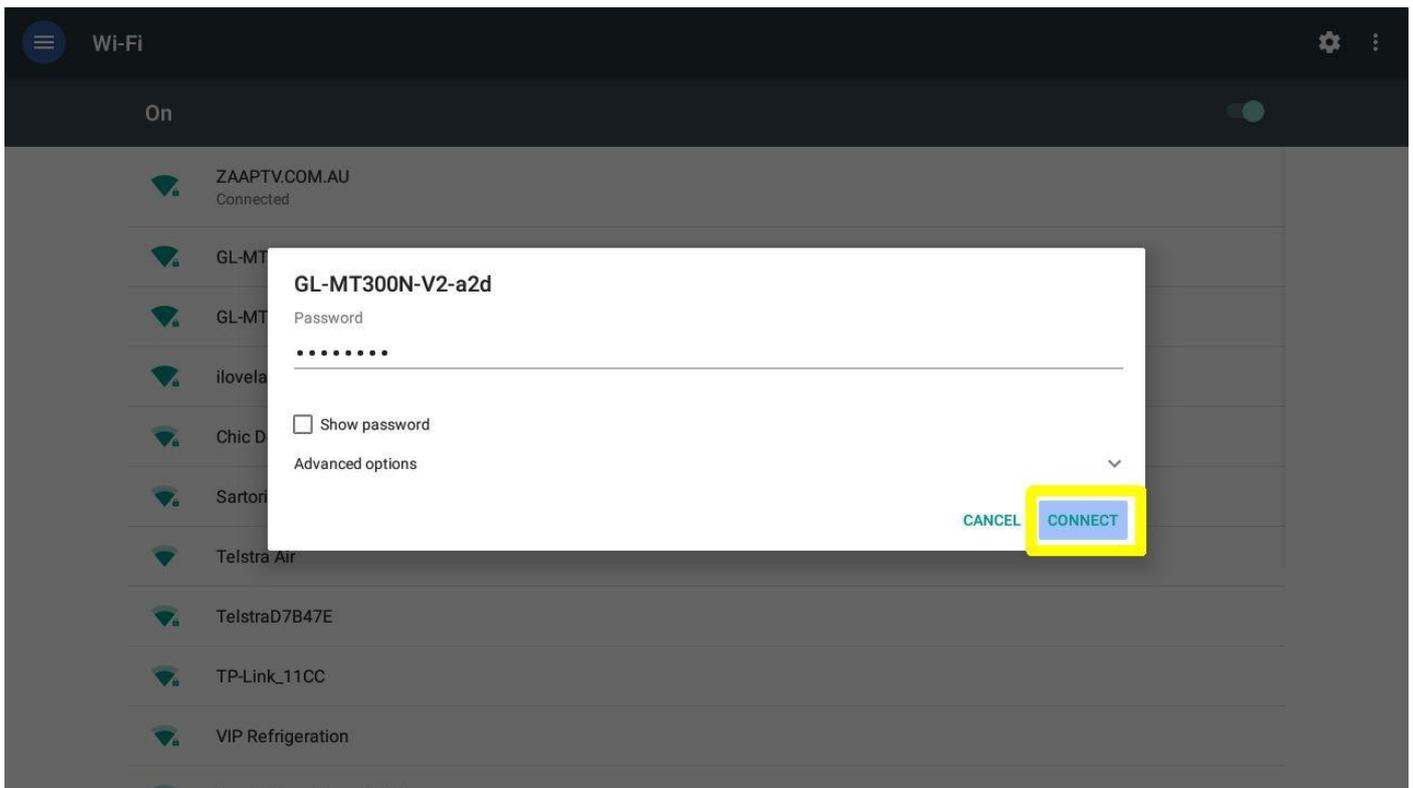
**STEP 3:** Select Wi-Fi and choose the name of your Wi-Fi. Press OK and enter the password.



**STEP 4:** Click on the Blue Arrow to submit your Password.



**STEP 5:** Then click on Connect. If it says Wi-Fi is connected, then just go back to the main screen and press on TV Channels.



# TECHNICAL SUPPORT

Your ZAAPTV device comes with 12 Months Hardware Warranty and 2 Years Content Service.

## IF YOU HAVE PURCHASED YOUR ZAAPTV DEVICE WITH PHONE SUPPORT

1. Call our Office on 03 9001 4526 and select Option 2
2. Visit the [GlobeTV.com.au](http://GlobeTV.com.au) website, click Support and Submit Ticket. Our Support Staff will respond within a timely manner
3. SMS your Customer details, the device you have and your message to 0490 035 639

## If you have purchased your ZAAPTV device with Email only Support

Visit the [GlobeTV.com.au](http://GlobeTV.com.au) website, click Support and Submit a Ticket. Our Support Staff will respond within a timely manner.

## Need further help?

For Videos and further Product Information, visit our website:  
<https://globetv.com.au/support-pages/helpful-videos>



# ZAAP



## REFUND POLICY

**Under Consumer Law, you have the right to Return your purchase under certain circumstances.**

*If there is a major problem with a product, you are entitled to return it and seek a remedy. We will endeavour to assist you to resolve any problems in a timely manner.*

### **What is not covered under our Refund and Returns Policy:**

- \* changed your mind and no longer want the product*
- \* ordered the wrong product*
- \* found the product cheaper elsewhere*
- \* found a better product elsewhere*
- \* channels not working*
- \* Internet and Wi-fi related problems (buffering, poor signal etc)*
- \* if we test the device in-house and the device powers up and the channels work*

### **Our Refund Policy:**

*You may return your device within 14 days if the device has not been used and has not been Registered, but if the device has been used there will be a 20% off the unit price. This is known as the Re-stocking fee.*

# STRICTLY NO EXCEPTIONS



## RENEWALS POLICY

### **Renewing the ZAAPT V Channel Service for an Existing device does not entitle you to any additional Warranty.**

*If you have renewed your device and a problem arises within the period of Service Renewal (1 or 2 years), we will endeavour to assist you to resolve any problems in a timely manner.*

#### **What is the process and what are the Terms and Conditions**

- 1) We will attempt to repair the faulty device at no charge (first time only). This excludes the cost of parts and shipping costs.*
- 2) Any further repairs will be charged at our current repair rates*
- 3) If we are unable to repair the device or believe the device is no longer repairable, we will submit a request to ZAAPT V to Transfer the remaining ZAAPT V Service to another same or similar device. The replacement cost for the device will be \$99 plus shipping fee.*

#### **It is your decision...**

*As your ZAAPT V device may be more than 5 years old, we strongly recommend the purchase of a new device as you will be covered by Manufacturers 12 Months Warranty and our Service Guarantee.*

*Purchasing the ZAAPT V Channel Service is not a Contract between the Customer and Buy Me Pty Ltd Trading As GlobeTV.*

# STRICTLY NO EXCEPTIONS

# Warranty / Return Authorisation form

Please indicate purpose of request

Warranty

Credit / Refund  
(please tick)

Full Name .....

Company Name .....

Address .....

State .....

Postcode .....

Phone .....

Mobile .....

Email address .....

## Product Information

Date of Purchase .....

Customer Number .....

Invoice Number .....

RA Number ..... (required as delivery may not be accepted)

Qty	Item Description	Model	Serial Number	MAC
	ZaapTV			
	MaaxTV			
	AraabTV			
	IPTVone			
	Other Android device			

# Warranty / Return Authorisation form continued

## Fault Description

*(Please be specific about fault. Do not leave blank or write 'faulty')*

**General Conditions – Full Terms and Conditions and policy details are available on the [GlobeTV.com.au](http://GlobeTV.com.au) website**

- Purchasers claiming warranty or credit / refund must supply a copy of receipt as Proof of Purchase.
- Freight charges **for all product returns** to Buy Me Pty Ltd to be paid by the purchaser.
- All goods to be returned must be suitably packed to avoid further damage to items.
- Goods found to be tampered with (ie warranty label removed, product case opened etc) will not be refunded.
- All goods must be clearly marked with the RA number on the outside of the package.
- Returned goods (deemed as faulty) that are found to be in a working condition will be returned to the customer at the customers expense and a Service Fee for the amount of \$65 will be charged to the Customer.
- Product returns for credit or refund will incur a restocking fee. The restocking fee is 20% of the item price.
- Freight and Shipping charges for credit returns will not be refunded.
- Refunds will be for the item price less: 20% restocking fee & other fees and charges (ie. eBay, Paypal, Amazon fees and shipping costs).

**I hereby acknowledge that I have read and understand the conditions on this form, the place where purchase was made and those listed on the GlobeTV website or any website operated by “Buy Me Pty Ltd”. I also declare that all information provided on this form is true and accurate and that all monies owing to “Buy Me Pty Ltd” will be paid within 7 days of invoice.**

**Customer Signature** ..... **Date** .....



## DISCLAIMER

GlobeTV/Buy Me Pty Ltd is not responsible for the content and does not guarantee nor claims any rights to the content. GlobeTV does not control or stream any content and does not have control over any other third party packages that may be installed. As such, the devices are sold "as is". ZAAPTV, MAAXTV, ARAABTV devices provide streams of all the channels as they are available on the internet. © 2009 – 2019 All Rights Reserved.

All other trademarks are the property of their respective owners. ZAAPTV, MAAXTV, ARAABTV receivers contain several links to third-party streaming providers that are "bookmarked" inside ZAAPTV, MAAXTV, ARAABTV device browser on the TV LIVE section. ZAAPTV, MAAXTV, ARAABTV provides these links as a convenience and does not endorse the companies or contents of any such links. ZAAPTV, MAAXTV, ARAABTV and GLOBE TV have no control over, is not responsible for, and makes no representation and warranty and disclaims all liability with respect to any such streaming link.

## TERMS AND CONDITIONS / [GlobeTV.com.au](http://GlobeTV.com.au)

### OVERVIEW

This website is operated by "Buy Me Pty Ltd Trading As Globe TV". Throughout the site, the terms "we", "us" and "our" refer to Globe TV. Globe TV offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

GlobeTV sells ZAAPTV and other IPTV products and streaming services to customers in Australia and New Zealand. GlobeTV is the Authorised Distributor of ZAAPTV products supplied to it by ZAAPTV.com and it's subsidiaries.

By visiting our site and/ or purchasing a product from us, you engage in our "Service" and agree to be bound by the following terms and conditions ("Terms of Service", "Terms"), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.

Throughout this or any other document or website, we may also refer to ZAAPTV Services as "our Services", or "Subscriptions", or "streaming services", or "content service". ZAAPTV is the actual manufacturer and owner of such IPTV streaming devices. GlobeTV has no affiliation with ZAAPTV except as that of Buyer (Buy Me Pty Ltd Trading As GlobeTV) and Seller (ZMA International LLC).

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

Our website is externally hosted on servers which allow us to host our e-commerce platform allowing us to sell products and services to you through our shopping cart. Our website is based on Wordpress and Woocommerce.

### ONLINE STORE TERMS

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site. You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws). You must not transmit any worms or viruses or any code of a destructive nature. A breach or violation of any of the Terms will result in an immediate termination of your Services.

### GENERAL CONDITIONS

We reserve the right to refuse service to anyone for any reason at any time. You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks. You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us. The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.



## ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk. This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

## THE SERVICE AND PRICES

Prices for our products are subject to change without notice. We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time. We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service. All products initially come with a service agreement after the first date of registration. ZAAPTV CLOODTV4U , ZAAPTV HD509N, MAAXTV LN6000N & MAAXTV LN5000N all come with a 3 year service agreement after the registration of the unit. AraabTV, DeesiTV, ZAAPTV GREEK TV, ZAAPTV "X", ZAAPTV HD609, ZAAPTV HD709 & ZAAPTV HD809 all come with a 2 year service agreement with ZAAPTV unless otherwise stated.

## PRODUCTS OR SERVICES (if applicable)

Certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy. We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any color will be accurate. We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at any time without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited. We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected. GlobeTV does not provide channels or content warranty on any IPTV receiver sold on our site or through our offices. GlobeTV does not offer any streaming services and cannot make any guarantees to channel content or any network or internet related issues.

## ACCURACY OF BILLING AND ACCOUNT INFORMATION

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

For more detail, please review our [Returns Policy](#).

## OPTIONAL TOOLS

We may provide you with access to third-party tools over which we neither monitor nor have any control nor input. You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools. Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s). We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

## THIRD-PARTY LINKS

Certain content, products and services available via our Service may include materials from third-parties. Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties. We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

## **USER COMMENTS, FEEDBACK AND OTHER SUBMISSIONS**

If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments. We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libellous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service. You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libellous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

## **PERSONAL INFORMATION**

Your submission of personal information through the store is governed by our Privacy Policy. *To view our [Privacy Policy](#).*

## **ERRORS, INACCURACIES AND OMISSIONS**

Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order). We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

## **PROHIBITED USES**

In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, farm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

## **DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY**

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free. We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable. You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you. You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement. In no case shall Globe TV, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law. We are not providing any channels or content warranty at all on IPTV receivers sold on our website.

## **INDEMNIFICATION**

You agree to indemnify, defend and hold harmless GlobeTV and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

## **SEVERABILITY**

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.



**TERMINATION**

The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes. These Terms of Service are effective unless and until terminated by either you or us. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our site. If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).

**ENTIRE AGREEMENT**

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision. These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service). Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

**CHANGES TO TERMS OF SERVICE**

You can review the most current version of the Terms of Service at any time on the GlobeTV website. We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

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