



Standard Warranty Agreement

This agreement forms part of the terms and conditions of contract pertaining to the order placed and acknowledged.

The specific mentioned equipment is covered by the standard warranty agreement and is subject to our normal standard terms and conditions of business and the following criteria, for the period of time expressed and detailed in your contract of purchase.

Any and all warranties offered by the company are based upon calls made to the office and carried out during normal working hours. Any calls requested out of hours will be charged at our usual out of hour call out rate. Which are available upon request.

The company will, at its discretion, attend site between the hours of 8.00 am to 5.00 p.m. Monday to Friday inclusive, excluding bank holidays to carry out any warranty work on the equipment.

Providing

- The goods have been fully paid for and all payments made within the terms of the invoices raised and the due dates detailed therein.
- The equipment is maintained to the manufacturers recommendations carried out by us or a company approved by ourselves.
- No other persons have tampered with or interfered with, worked on or with the equipment, unless with express written permission by ourselves.
- The equipment is covered for specific failure to perform correctly, when operated correctly, properly and safely.
- Warranty requests to be made to our normal office telephone number, or letters addressed to our head office address, making clear that the request is being made under the terms of the warranty agreement.
- Running adjustments and minor repairs will be carried out at the time of the normal maintenance visits.
- This agreement does not in any way serve as to cover or to be read to offer insurance for accident or accidental damage.
- Except for as detailed the company will not be liable to the client for any loss or damage nor claims to be made against the client by a third party and arising directly or indirectly from the actions or otherwise of the company under the terms of this agreement.
- The customer to provide safe, clear and reasonable access to the equipment, works and associated fittings, covered by this agreement.

Items excluded from the warranty agreement

- Any items specifically mentioned or detailed in any quotation, report or advice specifying our exclusion from responsibilities.
- Any items not forming part of our specific installation or equipment, i.e. building work or power supply etc.
- The shortening of ropes.
- The replacements of lamps, filaments or fittings.
- The repair, replacing or cleaning of door tracks.
- Cleaning or polishing of doors or architrave's, shaft or enclosure including the decoration or maintenance of decoration of any part of the equipment or areas of installation
- Any work as a result of failure or interruption of power supply, either incoming or local.
- Intermediate call backs to the equipment, which in the opinion of the company are made without reasonable cause.
- Any work or repairs required due to incorrect usage, vandalism or general mishandling of the equipment.
- Calls to attend site when the equipment is functioning correctly on our arrival.
- Any work on items which are not easily accessible due to being buried or concreted into position or otherwise extending beyond normal confines of the equipment.
- Any work necessary due to building movement, subsidence or physical damage by others.

Any calls as a result of effects of any of the above items.