

Warranty Declaration

Commercial & Industrial Door Drives

1. We guarantee that our products are state-of-the-art and free of production and material faults and that they contain all promised features and characteristics.
2. We promise the standard warranty period 24 months, commencing with the date of Bar-code.
3. We accept no guarantee for damage incurred for the following reasons:
 - a. Unsuitable or unprofessional use
 - b. Faulty assembly or installation by the users or by a third party
 - c. Natural wear
 - d. Incorrect or negligent treatment, especially irregular strain or use, use of unsuitable tools or materials or substitute materials
 - e. Faulty building construction
 - f. Chemical influences
 - g. Unauthorized repair of the object by the users or by a third party

Warranty - detailed rules and regulations

◆ Normal deterioration or mechanical wear or irregular failure

Standard 1.0% free spare parts come with shipment as the replacements stocks by clients.

(Note: Only available on the purchase order over 100 door drives)

◆ Irregular failure due to Mechanical or Electronic parts failure

- a. (Emergency) After approval, replacements sent by air shipment
- b. (Regularly) After approval, replacements sent by sea shipment

Remark: The failures not includes any Unsuitable or unprofessional use, Faulty assembly or installation, Faulty by transportation or any factors of force majeure.

◆ Regular fatal failure due to defect material or defect design

- a. Replacement sent by air or sea shipment.
- b. On –site maintenance service by manufacturers if necessary
- c. Returned purchase after approval if necessary
- d. Cost compensation after approval if necessary

Remark: The failure not includes any Unsuitable or unprofessional use, Faulty assembly or installation, Faulty by transportation or any factors of force majeure.

Warranty- Identification conditions

- ◆ Bar-code provided necessary
- ◆ Photos or videos provided necessary
- ◆ Return defect samples for final approval if necessary

Warranty- Main Parts Timeliness notes

Photo	Part Name	Art No.	Unit Price	Warranty
	35Nm gear box & drive motor	20101001		24 months
	50Nm gear box & drive motor	20101002		24 months
	70Nm gear box & drive motor	20101003		24 months
	35Nm power drive board + EMC board	10401004 10401006		24 months
	50Nm power drive board + EMC board	10401005 10401006		24 months
	70Nm power drive board + EMC board	10401005 10401006		24 months
	35Nm display	10401001		24 months
	50 & 70Nm display	10401002		24 months
	35Nm transformer	10203001		24 months
	50Nm transformer	10203002		24 months
	70Nm transformer	10203003		24 months
	Top plastic cover	10201008		12 months
	LED lamp	10201011		12 months
	Boards for wired wall switch	10401009		12 months
	Transmitter battery	10906001		12 months