



WARRANTY

DOCUMENT

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New Product Warranties

All Automatic Solutions products are manufactured with extreme care, thoroughly inspected and tested.

The goods supplied by Automatic Solutions shall be subject to the provisions of the Competition and Consumer Act 2010 except where the provisions of the warranty contained in the Automatic Solutions product documentation are more favourable to the purchaser. Subject to the warranty contained in the Automatic Solutions product documentation, if applicable, Automatic Solutions products are warranted for a period of twenty-four months after delivery. However, it is expressly noted that batteries carry a six month warranty due to the nature of these products being such that they are subject to possible misuse. For equipment not of Automatic Solutions' manufacture the warranty as supplied by the original manufacturer will apply if such warranty is more favourable to the purchaser. Such warranty is valid only once full payment has been received for such goods.

Any warranty may be voidable on any equipment which:

- Has not been installed in accordance with the installation instructions provided.
- Has been subject to misuse or which has been used for any purpose other than that designed for by the manufacturers.
- Has damage caused as a result of handling during transit, atmospheric conditions (including lightning), corrosion of metal parts, insect infestation, power surges or other forces outside of the control of Automatic Solutions.
- Has been repaired by any workshop and / or person NOT previously authorised by Automatic Solutions.
- Has been repaired with components not previously tested, passed or authorised by Automatic Solutions.

Repairs and servicing – Terms and conditions

All Automatic Solutions products are of the highest quality, completely reliable and rarely need to be returned for repair. In the case that repairs do need to be made, please send them back to the place of purchase or as instructed by the service centre.

All products that are brought in for repair are serviced with extreme care, thoroughly inspected and tested.

All repairs are subject to the relevant provisions of the Competition and Consumer Act 2010, and are warranted against faulty materials and workmanship for a period of three months from the repairs' invoice date. Repairs to goods within the normal two year warranty period are warranted for the unexpired portion of the original product warranty, otherwise a three month warranty from the date of repairs, which ever period is greater and more beneficial to the customer will apply.

All other conditions of our warranty on the purchase of a new item, as per our standard terms and conditions of sale, will apply, i.e. a repair will not influence the original warranty.

We have a large team of dealers and installers in all major centres throughout Australia who are able to offer a repair service onsite. All repairs or services on mechanical operators will be quoted and then authorised by the client before commencing with the repair. Spares are shipped out within 24 hours of being ordered – except Sundays and Public holidays.

Products found to be damaged beyond economical repair will need to be replaced with new items once the quote has been approved by the client.

Any circuit board or operator that was only tested, and not repaired, will not result in the guarantee period being extended, where applicable.

Items not collected within three months will be sold to defray costs. This applies to all items that have been repaired and are ready for collection, items awaiting quote approval and items where the quote has been rejected.

To confirm ownership, clients must present the original Service Notification Email or Goods Receipt Voucher when collecting their repairs.

Automatic Solutions Exclusive Seven Year Warranty

When installed by an Automatic Solutions licensed branch your Automatic Solutions product along with the installation come with our exclusive seven year warranty and fixed price servicing.

Seven year warranty.

If your products are installed by a licensed Automatic Solutions branch you will be covered by our exclusive seven year warranty. Warranty conditions in general include ongoing maintenance on your installation on not less than an annual basis. Your branch will confirm the required frequency and the fixed price servicing amount. This information will be sent to you in our warranty pack after handover.

What does the warranty include?

It is important to remember that warranty is designed to cover a fault in manufacture of product or product component and/or an installation error if your product was installed by our technicians. Warranty however does not extend to incorrect installation or alteration by the customer or customer appointed installers. Warranty is in force during the normal and intended use of the product but does not extend to misuse or abuse, and/or damage caused by electrical storms, power surges, dirty power and the like. Well over 75% of all products returned for repair outside of warranty have been damaged by bad power. Most of these could have been avoided by installing a CM90 power protector and filter. There are discounts on the CM90 when purchased with a motor as part of a package.

What does the warranty not include?

Warranty does not include wear and tear through normal use. A good example is batteries. The life of a battery is directly related to its use and the conditions under which it asked to perform. Adverse operating conditions or poor installation can dramatically shorten battery life. If you do find this to be an issue ask for advice on ways to improve performance and length of life.

Gate & Fence Panel Warranty

Subject to the conditions of warranty set out below the Seller warrants that the product is free from manufacturing defects for a period of 7 years. If a product with a manufacturing defect becomes apparent and is reported to the Seller within 7 years of the date of delivery (time being of the essence) then the Seller will either (at the Seller's sole discretion) repair the defect or replace the product.

The conditions applicable to the warranty given are-

(a) The warranty shall not cover any defect or damage which may be caused or partly caused by or arise through:

1. Failure on the part of the Buyer to properly maintain any product; or
2. Failure on the part of the Buyer to follow any instructions or guidelines provided by the Seller; or
3. Any use of any product other than for any application specified on a quote or order form; or
4. The continued use of any product after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
5. Fair wear and tear, any accident or act of God; or
6. Scratching, abrasion, chipping or any other damage or deterioration caused by impact, accident, or misuse; or
7. Deterioration of the metal substrate through oxidization or rusting.
8. Excessive condensation and/or foreign matter i.e. dust, environmental matter, animal excrement; or
9. Normal weathering, including loss of gloss and colour of painted surfaces; or
10. Attack from chemical agents, fumes, liquids or solids; or
11. Installation of the Product less than 1km from marine or industrial influences.

(b) The liability under the Warranty does not include or extend to:

1. Labour costs associated with the removal or repair of the defective product, or installation of the replacement product; or
2. Injury to persons, damage to property, loss of income, profit or business, or any other indirect loss arising from or caused in any way by the defective product.

(c) The warranty shall cease and the Seller shall thereafter in no circumstances be liable under the terms of the warranty if the product is repaired, altered or overhauled without the Seller's consent.

(d) In respect of all claims the Seller shall not be liable to compensate the Buyer for any delay in either replacing or repairing the workmanship/product or in properly assessing the Buyer's claim.

(e) This Warranty does not cover against aesthetic surface corrosion including oxidization and red rust on aluminium, steel or stainless steel products.

NOTE: For product not manufactured by the Seller, the warranty shall be the current warranty provided by the manufacturer of the product. The Seller shall be under no liability whatsoever, except for the express conditions as detailed and stipulated in the manufacturer's warranty

Owner maintenance of gate automation and electronic components.

A real concern for all electrical equipment that is installed outdoors is insect, snail, and reptile damage.

Snails and slugs can destroy a circuit board in short order. The slime trails they leave behind become highly conductive with even the most minuscule amount of moisture. Spider webs with even the slightest bit of moisture on them can also conduct electricity and damage a gate's circuit board. And bee's nests and ant hills can rapidly corrode gate opener circuitry. Keeping the area surrounding your gate automation free from pests can save a lot of heartache and dollars.

Owner maintenance of Polyester Powder Coatings

(Excerpt from Dulux Australia)

When applied to a correctly pre-treated metal substrate, polyester powder coatings provide a finish with excellent protective and decorative properties.

In order to gain the maximum life from the coating, correct coating maintenance procedures should be followed. The following guidelines provide recommendations for the maintenance program, and suggestions for the refurbishment of the coating should it be required.

It is important that maintenance be done on a regular basis. Dirt, grime and airborne salt deposits from the atmosphere are often capable of causing damage to the coating surface and must be regularly removed. It is recommended that cleaning be done routinely at a three monthly interval, six months should be considered the maximum interval. Particular attention should be paid to the cleaning interval in marine or other corrosive environments and in areas prone to atmospheric fallout.

In the cleaning process, the following should be noted:

- a) Cleaning should be done with a dilute solution of a mild liquid detergent in warm water. Avoid excessively hot solutions.
- b) Use a soft bristle brush or similar to clean the surface. Do not use abrasive tools on the g.
- c) After cleaning, rinse the film thoroughly with fresh water.
- d) Do not use strong solvent type cleaners on the coating. Where it is necessary to remove materials from the surface such as adhesives and a solvent is necessary, the weakest possible solvent should be used. The only solvents recommended are methylated spirits, white spirits or Isopropanol. Ensure the contact time for the solvent is minimal, and that the solvent is thoroughly rinsed from the surface.
A small test area should be checked prior to solvent cleaning to ensure that no damage to the film or colour change will occur.
- e) Where more aggressive cleaning is required, a very mild abrasive such as a high quality automotive cream polish, used in accordance with the manufacturer's instructions, may be necessary. The use of strongly abrasive compounds such as cutting compounds is not recommended.
- f) The use of bore water for cleaning is not recommended due to its mineral content, as it can bring about staining of the coating and may instigate long term coating failure.