80 Epping Avenue
Elsies River Industrial
082 777 6040

PRODUCT QUALITY GUARANTEE

1. DEFINITIONS

1.1. "**Client**" means the client to whom the Quote is addressed, including its successors-in-title;
1.2. **"the Parties"** means the Supplier and the Client;
1.3. **"Product**" means all goods or services recorded on the Quote;
1.4. "**the Quote**" means the quote to which these T& C's are attached;
1.5. "**the Supplier**" means the company/entity from whom you received the quotation as listed in the details section of the quote.

All products recorded in the quote to which this is annexed ("**the Product**") are subject to the following quality and workmanship guarantee (the "**Guarantee**"):

1. ("**the Supplier**") warrants to you, the client recorded in the Quote to which this is annexed ("**the Client**"), that the Products are free from defects in the materials used and in the workmanship of the Products from the date of delivery of the Products to the Client. The various **Products** listed below are guaranteed for a period of:

1.1. 10(ten) years only in respect of materials and components actually manufactured by the Manufacturer itself for the **Security Shutter** version and 5 (five) years for the **Lite Non-Security Shutter and Fixed Louvre Shutter** versions. 5 (five) years for materials and components of the Shutters that were not manufactured by the manufacturer, for example lock mechanisms and cylinders, with a 5 (five) year guaranteed against rust, see point 3.1.3 for exclusions

1.2. 2(two) years for the **Timber Shutters product** for internal installations only. A non-security product

1.3. 1(one) year for any **electronic/electrical** equipment and damage caused by electrical power surges excluded.

1.4. 3(three) years for the **Decodor** PVC folding door. A non-security product for internal installations only

1.5 1(one) year for mesh material on the insect screen and 3 (three) years on the aluminium frame of the insect screen. It is a non-security product for internal installations only.

2. The guarantee outlined in clause 1 above is subject to:

2.1. the Product having been installed, altered and repaired only by an installer duly authorised by us;

2.2. the Product having been at all times used for the purpose for which it was designed. **Very Important** that the Aluminium Roller Shutters or any motorized product are only operated when they are in full view of the person opening or closing the product to avoid harm to person or animal or damage to the product;

2.3. the Product having been cared for and maintained strictly in accordance with the suggested **care and maintenance** instructions, see point 9. 1 to 4 below; and

2.4. there having been no damage, deterioration or malfunction from any alteration, modification, improper or unreasonable use or maintenance misuse, abuse, accident, neglect, and /or fire.

3. The guarantee excludes:

3.1.1. any and all deterioration or damage due to fair wear and tear of the Product.

3.1.2. deterioration of the powder coating or the zinc coating caused by White rust. (White rust is a white powdery deposit formed from a natural corrosion process that can occur on any new zinc coated steel product), as well as decolouration of the zinc coating and staining.
3.1.3. the formation of rust spots on the product, which may occur because the product is fitted in Industrial/Marine environments (ISO standards Class C5 and C5+ conditions) with high pollution, high humidity and aggressive atmospheric conditions.
3.1.4. coating defects which are not noticeable with the naked eye at more than 5 meters from the product and powder coated products fitted within 50 metres of the sea.
3.1.5. **Damage caused by forced entry, impact or other forces applied to the product**. Forced entry or impacts or other forces may be the result of a physical force applied by a person/s, an animal/s, an object/s or forces of nature like wind, water or fire. The security Products in particular, are designed and supplied as a **security barrier** and not as a guarantee that forced entry, unauthorised access or other forces that may cause damage, will be prevented in every circumstance. Accordingly, damage resulting from such forces is not covered by this Guarantee, whether the Product is a **security product or a non-security product.**
4. Should the Client be required to enforce the guarantee the following will apply:
4.1. the Supplier's authorised representative will inspect the Product, before the Product is repaired or replaced;
4.2. the Supplier will bear the costs of transport and repairs or replacement in order to effect the remedy **except** for products purchased outside the boarders of the Republic of South Africa or products purchased from outlying areas of Cape Town, Johannesburg, Durban or any other outlying area not serviced by the Supplier. These excluded areas will be covered by a walk-in warranty. A walk-in warranty means that the repair/replacement will be covered by the Supplier but the cost of getting the product to the Supplier and returned to the client, will be for the client's account; and
4.3. the Supplier will make all efforts to effect the remedy efficiently.
5. Any parts replaced under the guarantee will become the property of the supplier, and the Supplier shall be entitled to remove it from the Client's premises to deliver to the Manufacturer.
6. The Supplier may, at its discretion, make any repairs or replacement of defective parts falling outside the guarantee, but such work shall not be deemed to be any admission of liability.
7. The guarantee may be transferred to subsequent owners for the balance of the remaining period.
8. If the Client causes the Supplier to incur costs to inspect the Product to determine if a valid guarantee claim exists and/or start the repair of a part otherwise covered under this guarantee, and the Supplier reasonably determines that no valid guarantee claim exists and/or that the part's defect does not fall under the guarantee, the Client will be liable for all such costs incurred by the Supplier.
9. **Care and Maintenance** obligations by the client for the various products supplied.
9.1 To clean the **the** PVC folding door use a solution of mild soap and lukewarm water using white cotton soft cloths, do not use abrasive products. Never allow the PVC folding door to be in contact with paints, adhesives, solvents and similar type of substances.
9.2 To clean **powder coated and painted products**. It is important to remove dust, salt build up or other contaminants regularly using white cotton soft cloths with mild soap and lukewarm water and then dry off. Never use abrasive, ammonia based or any solvent chemicals on the product as this will damage the coated surface. NOTE: in coastal areas salt deposits can build up quickly, and must be removed more frequently at least once a month.

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9.3 **Lubricate** the **Shutters** with high quality silicone lubricant spray. Lubricate the top track wheels only. NO lubrication needed for hinges, bottom track or lock cylinder. **Remove dirt** and dust **from the bottom track** by using a broom or vacuum cleaner. Dirt inside the track will prevent the bottom guide pin from gliding smoothly, causing the shutters to get stuck or make abnormal squeaking or scraping sounds while opening and/or closing them. **Do not use the key to slide** the shutters to open or close.
9.4 The insect screen mesh can be cleaned down with a soft brush to remove dust or fine debris.

This guarantee is only valid once full payment has been received.