ALTECH SYSTEMS

WARRANTY

Altech Systems Warranty Statement

Warranty Coverage

Altech Systems Ltd warrants that all its Series products and associated workmanship supplied and installed by Altech Systems Ltd, or an authorised Altech dealer, will be free from defects in materials and workmanship when used under normal environmental conditions and maintained in accordance with Altech's recommendations.

Warranty Periods

The following warranty periods apply from the date of practical completion or delivery, as applicable;

Workmanship: Two Years
Materials (excluding surfacing coatings): Five Years*

Surface Coatings: In accordance with the coating manufacturer's warranty (typically 15–25 years for powder-coated finishes).

*Certain hardware components, including hinges, latches, and other accessories, may be subject to separate manufacturer warranty periods.

Product Warranty

Altech Systems Ltd warrants that its products comply with the requirements of the Consumer Guarantees Act 1993 and will be free from manufacturing defects under normal use and service conditions.

All Altech products are supported by a minimum five (5) year product warranty, subject to the terms and conditions of Altech's standard warranty policy in effect at the time of delivery.

This warranty applies only where:

- The products supplied are genuine Altech components.
- Fabrication and installation have been carried out by Altech Systems Ltd or an authorised Altech dealer.
- The products have been used solely for their intended purpose.
- The products have been installed, operated, and maintained in accordance with Altech's recommendations and applicable industry standards.

Exclusions

This warranty does not cover defects, damage, or failures resulting from:

- Fair or unreasonable wear and tear.
- Misuse, abuse, negligence, abnormal or improper operation.
- Unauthorised modification, alteration, or repair.
- Incorrect installation or assembly by parties not authorised by Altech.
- Failure to undertake reasonable inspection and maintenance.
- Failure to carry out recommended maintenance requirements.
- Exposure to abnormal environmental conditions, extreme weather events, natural disasters, or corrosive conditions beyond the product's design specifications.
- Damage caused by impact, vandalism, accident, or other external factors beyond Altech's control.

This warranty expressly excludes any materials, products, or components incorporated into the completed installation that are covered by separate warranties provided by third-party manufacturers or suppliers.

Altech Systems Ltd
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Remedy Under Warranty

Should a defect covered by this warranty arise within the applicable warranty period, Altech Systems Ltd reserves the right, at its sole discretion, to repair or replace the defective product or component at no cost to the purchaser.

Altech's liability under this warranty is strictly limited to the repair or replacement of the defective product and does not extend beyond the original purchase value of the affected product.

Limitation of Liability

To the fullest extent permitted by law, Altech Systems Ltd shall not be liable for any indirect, incidental, special, or consequential loss or damage arising from the use of, or inability to use, the product. This includes, but is not limited to:

- Loss of profits or business interruption.
- Damage to other property.
- Costs associated with removal, reinstallation, or access equipment.
- Claims by third parties.

Nothing in this warranty excludes or limits any rights or remedies available under the Consumer Guarantees Act 1993 where such rights cannot lawfully be excluded.

Purchaser Responsibilities

To make a valid warranty claim, the purchaser must provide evidence demonstrating that:

- The defect or damage has resulted from a fault in materials or workmanship.
- The product has been used solely for its intended purpose.
- All recommended inspection, cleaning, and maintenance requirements have been carried out.
- They are the original purchaser, or otherwise entitled to make a claim under this warranty.
- The warranty claim is submitted within the applicable warranty period.

Altech Systems Ltd reserves the right to inspect the product and request supporting documentation before determining the validity of any warranty claim.

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