

### Overview

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Entrotec offers a range of Guarantees which cover its own manufactured products. These Guarantees are variable in both “The Guarantee Period” and “The Extent of the Cover”. The following information is intended to be a guide; it is recommended that all customers confirm the exact cover they require before making a purchase with Entrotec Ltd.

This guide covers the following guarantee options:

1. Entrotec Standard Guarantee
2. Entrotec Extended Guarantee
3. Entrotec Product Lifetime Cover (10 Years)



### 1. Standard Guarantee - All Entrotec Manufactured Products

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All Entrotec manufactured products are guaranteed for a period of 2 years from the date of invoice.

This guarantee provides cover against Entrotec design and Entrotec manufacturing defects only.

In general, the guarantee **does not cover**:

- Poor and/or incorrect installation
- Interference/damage by third parties and or third party products/services
- Vandalism
- Water damage
- Lightning strikes
- Tenant/third party misuse
- Mains supply faults which damage the equipment
- Acts of God



## 2. Extended Guarantee - All Entrotec Manufactured Products

This option includes all the cover as in the Standard Cover outlined in the previous page, PLUS 3 extra years of cover, totalling 5 years of cover.

This extended guarantee is available only if the following conditions have been met:

- Entrotec products have been installed and commissioned by an Entrotec Approved Installer
- The work has been satisfactorily inspected and/or approved by a member of the Entrotec Technical Support Team
- A "Certificate of Acceptance" has been issued to cover the installation

It is a condition of the guarantee that the complete system is covered under an "**Approved Installers Annual Maintenance Plan**" (See page 4 for details) and is available to be inspected by Entrotec throughout the extended guarantee period.

This guarantee provides cover against Entrotec design and Entrotec manufacturing defects only.

Third party supplied products are not included under this guarantee.

In general, the guarantee **does not cover**:

- Poor and/or incorrect installation
- Interference/damage by third parties and or third party products/services
- Vandalism
- Water damage
- Lightning strikes
- Tenant/third party misuse
- Mains supply faults which damage the equipment
- Acts of God

Please Note :

ALL Entrotec guarantees only cover products manufactured by Entrotec and does not cover any call out, labour charges or compensation for any consequential loss. It is recommended that the end user insures that risk by entering into an "All Inclusive" Maintenance/Insurance plan with an Entrotec Approved Installer (see page 4 for details).

**GUARANTEE**



### 3. Product Lifetime Cover (10 years) All Entrotec Door Entry Manufactured Products

This option includes all the cover as the Extended Guarantee outlined in the previous page, i.e. installed by an Approved Installer, maintained by an Approved Installer for the duration of the Lifetime Warranty.

On average, we have found our customers' lifecycle of equipment from installation to renewal to be approximately 10 years. From this, Entrotec has designed a programme that could guarantee your equipment for this period.

“Lifetime” cover is only available on pre-registered projects/programmes, where Entrotec has written a project specification that is accepted by the Client (end user) that is solely/continually used by the client throughout the registered project/phased programme as agreed in writing.

This “Lifetime” Guarantee is limited to cover (after year 5) the following Entrotec Manufactured parts for technical failure only:

- Door entry and access control PCB's
- Handset marshalling PCB's
- Audio handsets
- Door panel amplifiers
- Display units

**Items specifically not covered;** third party products, e.g. video screens, power supplies, MCBs, door panel buttons.

This guarantee provides cover against Entrotec manufacturing and Entrotec manufacturing technical defects. Entrotec reserve the right to inspect returned faulty items. If after inspection the item returned is covered under the lifetime guarantee, it will either be repaired or replaced with new or factory refurbished/repaired product (at the discretion of Entrotec).

In general, the guarantee **does not cover:**

- Poor and/or incorrect installation
- Interference/damage by third parties and or third party products/services
- Vandalism
- Water damage
- Lightning strikes
- Tenant/third party misuse
- Mains supply faults which damage the equipment
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Please Note :

ALL Entrotec guarantees only cover product manufactured by Entrotec and does not cover any call out, labour charges or compensation for any consequential loss. It is recommended that the end user insures that risk by entering into an “All Inclusive” Maintenance/Insurance plan with an Entrotec Approved Installer (see Page 4 for details).



## Approved Installers Annual Maintenance Plan

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The “Approved Installers Annual Maintenance Plan” is mandatory for both Extended or Life-time warranties of Entrotec Manufactured products.

The Door Entry Maintenance plan as a minimum requires the following:

- Number of Entrance panels noted
- Cabinet checks: including overall condition, including locks, vandalism or water damage, cabinets cleaned
- Audio at panels adjustment
- Trade times & Trade button operations test
- Number of access controlled doors noted
- Access control reader operation test
- Number of handsets noted. Audio and video tests at flat and % adjusted. Handset functions checked.
- Batteries / Voltage checks. Visual and capacity checks recommended every 2 years. Last date of battery check noted. System voltage, Battery Charge voltage and Battery voltage checks.
- Operations test of PTE, Fireman's switch and maglocks. Cleaning of all above.

Approved contractor conditions:

Entrotec works closely with contractors throughout the UK and has a network of approved installers.

Our Approved Installers List is sent out daily to many Builders, Local Authorities, and Housing Associations etc who require competent installers / engineers for specified jobs. We offer FREE certified product sales and technical training courses at our factory in Livingston. When a training course has been completed and a company has met the following criteria, they can apply to become an Entrotec Approved Installer.

- The company must have demonstrable experience using Entrotec equipment.
- The company must have reference sites demonstrating excellent workmanship within the industry.
- A minimum of 2 engineers must have attended our training course (These engineers should carry out the installation, commissioning and servicing of our equipment)
- Entrotec will inspect some of the company installations (and future installations will be randomly checked) to ensure the equipment is being installed correctly and to our recommendations and wiring regulations
- Onsite annual CPD, toolbox talks are available for new employees within our approved network for top up training.
- Lifetime guarantees are only available for those systems installed, commissioned and maintained by approved contractors, in accordance to terms and conditions of Lifetime Guarantee registration policy.

