



MAGNADOR®

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. 5(five) years only in respect of materials and components actually manufactured by the Manufacturer itself for – **Magnador and Alphador Retractable Security Gates, Budgetdor, Valuedor and Aluslider Retractable Security Gates, Swing Gates and Panels, Burglar Bars, Driveway Gates, Steel Fencing, Aluminium Roller Shutters** with a 5 (five) year guaranteed against rust, see point 3.1.3 for exclusions. **Budgetdor, Valuedor and Aluslider Retractable Security Gate locks** are only guaranteed for a period of one year.

- 1.2 5(five) years only in respect of materials and components actually manufactured by the Manufacturer itself for the **Value range swing gates, Mini Magna bar and, Trellis Swing Gates** with a 1 (one) year guaranteed against rust, see point 3.1.3 for exclusions. **Value range swing gate locks** are only guaranteed for a period of one year.

- 1.3. 10(ten) years only in respect of materials and components actually manufactured by the Manufacturer itself for the **Magnador Security Shutter** version and 5 (five) years for the **Magnador Safe Shutter** and **Lite Non-Security Shutter** versions. 5 (five) years for materials and components of the Shutters that were not manufactured by the manufacturer with a 5 (five) year guaranteed against rust, see point 3.1.3 for exclusions
- 1.4. 2(two) years only in respect of materials and components actually manufactured by the manufacturer itself for **Gladiator Security Door** with a 2 (two) year guaranteed against rust, see point 3.1.3 for exclusions.

- 1.5. 2(two) years for the **Timber Shutters product** for internal installations only. A non-security product

- 1.6. 1(one) year for the **Razor Roll** with a 1 (one) year guaranteed against rust, see point 3.1.3 for exclusions.

- 1.7. 1(one) year for any **electronic/electrical** equipment – damage caused by electrical power surges excluded.

- 1.8. 3(three) years for the **Decodor** PVC folding door. A non-security product

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, motorized driveway gates 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;



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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 stain.

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. any damage due to forced entry. Forced entry may be the result of a physical force applied by a person/s, an object/s or forces of nature. The product is not guaranteed to stop forced entry; it is designed as a security barrier.

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 borders 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 **polycarbonate strips and the Decodor** 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 polycarbonate strips and the Decodor 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** such as Retractable Security Gates, Swing Gates, Panels, Burglar Bars, Driveway Gates, Steel Fencing, Security doors and Shutters. 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,



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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.

9.3 **Lubricate** the **Retractable Security Gates** with high quality silicone lubricant spray. Lubricate the top track wheels and lock occasionally. Wipe off surface with a soft cloth or paper towel to remove excess lubricant. If the security gate feels stiff to operate or it squeaks when operating, it requires lubrication. The security door bottom track should be cleaned regularly, by **removing accumulated dirt**. The use of a vacuum cleaner is highly effective, or a brush will do the job as well. Accumulated dirt in the track will prevent the door from sliding correctly by sticking or failing to stack neatly. **Remove the key** before slamming the door shut on your trellis gate, as it may cause unwanted damage to the cylinder or key. **Do not use the key to slide** the trellis door to open or close.

9.4 **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.

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