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All Edgesmith products are inspected prior to shipment, if however you receive any such product that is either: (a) Defective in workmanship or material, or (b) fails to perform as specified within the stated product warranty period, then such products shall be subject to the following warranty terms.

Roger Technology

Edgesmith provides a 24 month mechanical and electrical part warranty, the following exclusions apply:

- Batteries excluded

Warranty Terms

- The warranty period starts from the day the product has been dispatched from Edgesmith. However Edgesmith’s warranty obligations will only commence once the standard payment obligations have been fulfilled.
- Failure to correctly install the automation or incorrectly matching the automation to the gate may void the warranty.
- The warranty may not apply if the defect is determined to be as a result of normal wear and tear.
- This warranty is personal to the original purchaser of the Product, or to the first consumer where the product has been purchased and installed by a contractor for the consumer’s benefit, and is not transferable.
- If the automation has been used for any purpose other than what it has been designed for, or has been misused then the warranty may be void.
- The warranty may be void if the automation has been damaged by the environment, examples could include power surges, lightning, insect damage, corrosion, flooding etc
- The warranty may be void if repair work has been undertaken on the automation by a non-approved technician or other person.
- The warranty is a “back to base” warranty, where the automation product needs to be returned to Edgesmith.

If any repair work is undertaken by Edgesmith or an Edgesmith authorized person and the fault falls outside the standard warranty aspects, then additional costs will be charged at a minimum charge of \$50.

The following information must be submitted when making a warranty claim:-

Purchasers Name:

Purchasers Phone Number(s):

Address where product is installed:

Product Name:

Date of Purchase:

Serial Number:

Original Invoice Number:

Description of fault: