



ALPHA TUBULAR MOTORS'S WARRANTY

Effective 14/08/2020

1.1 Subject to any express warranty or exception in this document, ALPHA TUBULAR MOTORS warrants that its Goods will be free from defects in materials and workmanship under normal and proper use for a period of 7 years from the date of sale with the following exceptions:

The warranty period for the internal DC roller blind motors with internal batteries (e.g WSERD30B 2/31), is 7 years on the motors, with the exclusion of the internal batteries which is 3 years. This applies to motors with a manufacture date after 1st January 2019. Motors of this type made prior to 1st January 2019 have a 3 year warranty;

The warranty on all curtain motors is 3 years;

The warranty on typically externally used DC motors (e.g WSERD50 15/12) is 3 years;

The warranty on external solar panels including those with internal battery storage is 3 years; and

The warranty period with respect to motors, controls and accessories used for residential garage doors and residential gates is 3 years from the date of sale.

1.2 To the extent permitted by law, ALPHA TUBULAR MOTORS's liability for any breach of clause 1.1 will be limited (at ALPHA TUBULAR MOTORS's option) to repairing, replacing, or refunding the price of the Goods, or the supply of equivalent Goods. Alpha Tubular Motors will not be liable for any consequential damage or loss incurred during or following installation or reinstallation of the Goods.

1.3 The Buyer is responsible for all installation, reinstallation and freight costs in connection with the repair, replacement or refund of the Price of the Goods pursuant to this warranty.

1.4 Ownership of the Goods, or parts of the Goods that are replaced pursuant to this warranty will be retained by or otherwise pass to ALPHA TUBULAR MOTORS.

See page 2 for Exclusions



1.5 This warranty does not apply:

- (a) If usage, selection, adaptation, installation, operation or wiring of the Goods or any electrical connections are not in accordance with ALPHA TUBULAR MOTORS's written selection guides, installation, operating instructions, professional standards and wiring diagrams;
- (b) If the Goods have been opened, dismantled or returned with clear evidence of abuse, negligent use or other damage;
- (c) If the Goods have been used to perform functions other than the functions they were designed for, as specified in ALPHA TUBULAR MOTORS's catalogues and selections guides, being, in summary, motorising windows, window coverings, retractable shading devices, doors, door coverings, gates, garage doors and projection screens and any other functions that ALPHA TUBULAR MOTORS notifies to the buyer in writing in its absolute discretion;
- (d) If the Goods are used with any inappropriate products, software or other goods that have not been previously approved in writing by ALPHA TUBULAR MOTORS;
- (e) To unauthorised maintenance or modifications to the Goods;
- (f) Any damage to Goods caused by an external source regardless of its nature (including damage caused by penetration by liquid or power surge);
- (g) To the extent that ALPHA TUBULAR MOTORS specifically notifies the Buyer that it does not apply;
- (h) To batteries or other consumables that are not part of the construction (hard wired in);
- (i) To removal, reinstallation or maintenance costs of the Goods;

2.0 If ALPHA TUBULAR MOTORS are unable to verify the warranty period by the manufacture date on the product. The tax invoice to the end user, or copy thereof must be provided to ALPHA TUBULAR MOTORS in order for the warranty claim to be accepted.

14/08/2020

David Fezer DIRECTOR

Date