

Warranty Statement – ASSA ABLOY Automatic Door Operators - 21/05/2025

1. ASSA ABLOY warrants the **operator, parts, and labour** for a period of one (1) year from date of commissioning subject to the following:

- i) A service contract is in place with ASSA ABLOY Entrance Systems NZ Ltd for the required services, in accordance with ASSA ABLOY Entrance Systems NZ Ltd service specifications and the local territorial authority requirements for automatic doors.
- ii) Or a service contract is in place with an alternative reputable service agent to carry out the required services. Only qualified personnel or contractors may work on this equipment during the warranty period. If equipment is damaged by other contractors undertaking repairs/maintenance this warranty is immediately void.

2. All warranty work is to be carried out by an authorised ASSA ABLOY technician or an appointed agent and is to be carried out within normal working hours unless authorised by ASSA ABLOY.

3. The warranty shall not apply if defects or malfunctions result from any of the following:

- i) Abuse or negligence
- ii) Use of the equipment for a purpose for which it is not designed.
- iii) The equipment has additionally been equipped with non-ASSA ABLOY original branded products and / or non-ASSA ABLOY supplied spare parts and accessories.
- iv) Any acts of God, vandalism, terrorism, or war.
- v) Non-compliance with manufacturers care and maintenance recommendations.
- vi) Persons other than ASSA ABLOY personnel or authorised sub-contractors servicing the equipment.
- vii) Adverse weather conditions
- viii) Water damage

Please ask us about our 3-year warranty upgrade**Notes:**

- 1. Warranty does not cover replacement of parts through fair wear and tear (batteries, floor guides) identified through maintenance
- 2. Adjustment of sensing devices limited to one call out for the first 30 days after commissioning
- 3. All Breakdowns, call outs will be charged at ASSA ABLOY Entrance Systems current rates

Service Requirements

Inspections should be done regularly by a trained and qualified person. The frequency of these inspections should be according to local territory authority to comply with BWOFF & NZS 4239-1993 Standards.

To extend the life of your investment and ensure safe and reliable operation of the door, we recommend a minimum of 2 visits per year or more, depending on usage and operating conditions. Environmental aspects shall also be considered.

Servicing includes, but not necessarily limited to:

- Back up battery checks incl. charge rate checks
- Carriage wheels are running free and on a clean surface.
- Drive belt is properly tensioned.
- Safety sensors are working (We have two per operator)
- Operating modes are all functioning.
- Emergency Exit switches are properly functioning.
- Floor guides are properly secured
- Locking mechanism is functioning.
- Door leaves are adjusted if required to ensure a continued smooth operation.