

GUARANTEE ALPHASYSTEM SA (21_02)

ALPHASYSTEM SA, as a manufacturer of Automatic Lift Doors (BUS Type), guarantees that its products on the whole, as well as components, sub-mechanisms and mechanisms, are checked in detail during all the phases of their production and they have gone through strict qualitative controls before their disposal.

For this reason, the company is capable of providing a Guarantee of Proper Function and of Repairing any malfunctions or breakdowns that may appear or happen during the validity of the guarantee, without charging the customer, according to the following terms and conditions:

1. The guarantee has a duration of 36 months, counting from the date of purchase of the product, and it is authenticated by the voucher (invoice or receipt).

In case the product is installed in places that accept a large amount of visitors, which means increased use-operation of the product (e.g. in hospitals, shopping centers etc), the validity of the guarantee comes up to 12 months starting from the confirmed and registered date of purchase.

For all the BUS-Type Doors (01BB, 1BH series), the validity of the guarantee is extended to **60 months (5 years)** from the date of purchase, provided that the customer will register the products within 4 weeks from the date of purchase.

For the above mentioned products (01BB, 1BH series), the purchase registration and the activation of their guarantee, is done by filling up the attached form: **“New Product Registration”** and by sending it to ALPHASYSTEM via FAX (+30 23210 97331) or via mail to warranty [at] alphasytem.gr.

As a proof of the guarantee activation, stands the **“Warranty Certificate”** which you will receive within 10 days from the time you send the “New Product Registration” to the fax or mail of our company, as well as the prototype voucher in which the date of purchase is stated.

• The **“New Product Registration”** can also be made through the company’s website: www.alphasystem.eu. This way you will directly receive the **“Warranty certificate”** to the email address registered.

The “New Product Registration” activates the provided guarantee only if it is clearly filled in and signed.

The guarantee extension is not provided in case the type or the serial or code numbers of the product have been changed, erased, copied or became illegible by any cause.

The guarantee extension does not include the batteries.

2. The guarantee includes the repair, free of charge, of malfunctions or breakdowns of the product that evidently are caused by defective materials or a constructional defect.

The repair of a product malfunction which meets the terms and conditions of the guarantee, is dealt and carried out exclusively in the company’s discretion, which at first tries to diagnose and solve the problem via telephone, via internet or FAX and if this is proven ineffective, the company repairs the faulty product or replaces it with a faultless product (maybe with an up to date model) which has the exact same characteristics and properties. The buyer does not possess the right to demand from the company to deal with the malfunction in a different way or priority other than the one that company judges as proper. In any case the components or products that are replaced remain in the company’s possession and the buyer holds no right or claim on them.

3. From the guarantee are excluded:

- The expendable materials and the parts that have sustained deterioration through normal use (fair wear and tear) that does not change the function properties of the product causing malfunctions.
- The product damages that are caused by not following the install instructions, by non-recommended use of the product, by abnormal surrounding conditions, by inappropriate conditions of operation, by overloading, or by insufficient maintenance or care of the product.
- The damages of the product which are caused by the use of non authentic components or spare parts.
- Cases where the product has sustained unchecked and unconsidered changes.
- Cases where the product is damaged by accident or by an uncountable cause (e.g. fire, earthquake, flood, war, e.t.c.)

4. The request for the guarantee must be done within the time of its validity. For its approval, you must present the prototype voucher (invoice or receipt of purchase) in which the date of purchase as long as the name of the product must be stated. In the case that the product is covered under the 60 months guarantee, you must additionally present and the "Warranty Certificate".

5. With the present guarantee the company covers only the cases that are mentioned in the present document of Malfunction Repair Guarantee, (diagnosis, solving, repair or replacement), while any other demand of the buyer is excluded and not covered by the guarantee.

6. After a use of the guarantee, its validity is not extended or renewed for the specified product. In case of product replacement, the faulty or out-of-order part must be returned to ALPHASYSTEM. If not returned, the company will charge you for the specified part according to the current pricelist.

In addition to the guarantee, ALPHASYSTEM SA can provide extra benefits depending on the occasion or product. Suggestively, these benefits may include on the spot repairs, free shipment of the repaired product, extension of the guarantee validity etc.

This guarantee is valid for products that are purchased and used inside the European Union.

For the rest the relative Greek Laws are valid.

LIMITED LIABILITY DECLARATION

In case the product is defective or stops functioning, the only restitution is its repair and if this is inexpedient or ineffective then it is replaced according to the terms mentioned above. Even if this obligation is violated, the only and exclusive responsibility of ALPHASYSTEM SA, concerning deficits of any kind, is restricted to the price of the product, its replacement or its repair.

Under no circumstances ALPHASYSTEM SA is charged with a loss of money or any other possible damage of the buyer.