

# PAXTON ACCESS 5 YEAR WARRANTY

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We are delighted to announce that the warranty on most of our products is five years from the date of manufacture. It is intended that this warranty should be in plain English, in large print and very clear to all. Should you have any problem understanding it, or think that it is ambiguous in any way, please let us know.

## **WHY WE'RE DOING IT**

The returns rates of our products have always been low and our records have shown a continuing improvement in recent years. For several years we have been replacing products out of warranty where we have thought it likely that a manufacturing fault has caused the problem. We thought it would be good to formalize this benefit and offer it to all our customers in the USA.

## **EQUIPMENT THAT IS GUARANTEED**

All current product lines made by Paxton will benefit from a warranty against electronic failure. This warranty will be for a period of 5 years from the date that the particular product is manufactured. This is subject to the equipment being installed in accordance with the instructions and used appropriately in suitable conditions.

All products supplied by Paxton that are subject to mechanical wear will be guaranteed against mechanical failure that is due to an inherent manufacturing defect. This is subject to the equipment being installed in accordance with the instructions and used appropriately in suitable conditions. It is also limited by the maximum number of operations for any item of equipment where this is specified.

PROXIMITY keyfobs have a lifetime warranty against failure in normal use.

## **DETAILS OF THE WARRANTY**

Paxton Access will repair, replace or recondition at its option any of the equipment that is guaranteed. As an alternative (which will usually be reserved for customers outside the UK) Paxton Access will have the option of providing a credit for the cost of the equipment.

## **CONDITIONS**

Unless some other arrangement has been confirmed by Paxton in writing, the warranty is subject to the equipment being returned suitably packaged to Paxton for testing. A note should be enclosed explaining the fault and giving a name and telephone number of a person who understands the fault found with the equipment. The 5 year warranty applies to products bought after 1 January 2000.

## **LIMITS TO PAXTON ACCESS' LIABILITY**

Paxton Access does not accept liability for any consequential losses due to the failure of any item of equipment. Paxton Access' maximum liability for the failure of any item of equipment will be the purchase price the customer has paid for the equipment. This does not exclude any statutory obligation.

## **EXCLUSIONS**

Damage caused to equipment during installation or by fire or lightning, willful damage, inappropriate electrical loading and mis-use are examples of things that are not covered by the above warranty.

An example of inappropriate use is: Proximity cards are designed to be carried in a card holder, wallet or purse or in some other way that will not expose the cards to continuous flexing. Mechanical failure of the wires will result. Proximity keyfobs should be used in these cases - for example for storing in pant pockets.

An example of a maximum number of operations is the head of a CARDLOCK magnetic stripe reader which is rated for 1,000,000 swipes. This would be the limit of the warranty period.

## **CONSEQUENTIAL LOSS**

We confirm that Paxton Access will not accept liability for any consequential loss due to the failure of its equipment or services. The warranty is limited to the value of the equipment as stated above.