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**1 August 2022**

**Nice DCBlue Advanced Sectional & Tip-Up Garage Door operator range extended warranty**

1. Nice DCBlue Advanced Sectional & Tip-Up Garage Door Operators offers a 3-year limited factory warranty
2. This warranty is only applicable to operators purchased from 1<sup>st</sup> of August 2022
3. The warranty will exclude the 24V 3.5Ah battery
4. **Our standard Warranty terms and conditions will still apply:**
  - All goods are warranted to be free of faulty components and manufacturing defects.
  - Faulty goods will be repaired or replaced at the sole discretion of Nice Group South Africa (Pty) Ltd free of charge if goods are returned within the warranty period and falls within the warranty conditions.
  - This warranty is subject to the goods being returned to the premises of Nice Group South Africa (Pty) Ltd. The carriage of goods is for the customer's account.
  - This warranty is only valid if the products, installation and applications is as per the applicable documentation on accompanying said goods. All warranty claims must be accompanied by the original invoice.
  - All claims made by the end user must be directed to their respective service provider/installer.
5. **In addition, for the extended 3-year warranty to be valid: It is a requirement of this warranty that the owner has the garage door serviced and balanced upon installation and then at least every 12 months after installation by a reputable garage door service provider. If a claim is made against this warranty, the owner must supply proof of servicing / balancing of the garage door within 12 months preceding the claim.**

**The following conditions will disqualify products from the Warranty as laid out above:**

- Any unauthorized modifications to the product or components thereof or use of third party accessories with the product.
- Any modification to the installation methods described in the installations instructions.
- Any application or use of the product other than the intended use application described in the product information.
- General misuse / abuse.
- Physical / impact damage.
- Damage resultant of natural elements, e.g., wind, lightning strikes etc.
- Damage due to input voltage higher than specified ed in the applicable documentation.
- Damage due to insect infestation.
- Operation of the product outside the design parameters and specifications
- Water damage. It is the responsibility of the installer to ensure the product is installed in a location that is protected from water ingress. The ingress protection rating is specified ed in the accompanying documentation. Housings that require that cable entries are made by the installer do not carry an ex-factory ingress protection rating as it is the responsibility of the installer to seal the cable entry points after installation of the cabling.

Nice Group South Africa (Pty) Ltd reserves the right to amend the extended warranty period, terms, and conditions at any time