



Project Details

Project/Facility Name:

Supply Date:

Company Contact:

Contact Phone Number:

Builder:

This manufacturer's warranty is project-specific and covers the Hipac Primera Locksets and Handles for a period that is no longer than the life span of the original door it was installed upon up until a period of ten years.

The warranty is only valid by providing a relevant proof of purchase and covers reasonable use of the product in accordance with the company's specification datasheets and operating and maintenance instructions that are available on request. The warranty does NOT cover any damage caused by misuse, this also applies to a malfunction or failure of the product that has been caused by poor or incorrect installation. To ensure the validity of the warranty please carry out maintenance in accordance with the maintenance section. We reserve the right to make a call out and/or repair charge for any work required to be undertaken to rectify faults that are outside of the company's control i.e. incorrect or poor fitting, misuse, accidental damage.

Warranty Terms

Only the original registered users.

The product will be free from manufacturing or material defects.

The correct specification and installation procedures have been applied.

Any claim should be made to Hipac within 21 days of the fault occurring.

If a product is found to be of faulty manufacture, Hipac reserves the right to either replace or repair the product and excludes any claim for consequential loss or damage.

Hipac reserves the right to charge for engineer's time and replacement parts if a claim is not due to faulty manufacture or components

Warranty Exclusions

Non-Transferable and not applicable to re-installed products

Does not apply to, inappropriate use or accidental damage or failure caused by others or poor site conditions.

No claim will be accepted if a product is installed with a fault that would have been clearly visible before installation. The warranty does not cover equipment which has been damaged due to misuse, abuse or accident.

The warranty does not cover the cost of removal and disposal of the failed product nor the reinstatement of the repaired or replacement product.

If a defect in materials or workmanship appears in your Hipac product, Hipac will provide, either free replacement of same or like for like product or repair of your product.