



NO QUIBBLE MATERIALS WARRANTY

ColourGate automated gates are bespoke products that are designed, built and installed with the highest levels of quality and safety in mind and as such we back them with a no quibble guarantee. If the materials fail under the scope of this warranty, we will arrange the repair or replacement of the damaged part. If you need to make a claim on the warranty, please contact customer services at our head office on 08006 444 113, once a warranty claim has been submitted we will advise within 5 working days of the next steps to be taken. Please note, that any motorised gate that is not in full working order should be disconnected from the power supply and left in manual mode until a gate engineer can attend.

Climar Ltd warrants that:

For 5 years from the warranty/invoice date; **ColourGate** will be free from material and manufacturing defects; will not suffer damage from natural weathering nor the paint surface flake, rust to perforation, warp, peel or otherwise deteriorate due to poor installation. The motor, controller, safety devices and intercom devices supplied with the original installation will operate as intended and be free of defects.

This warranty is subject to the following terms and conditions

All component parts of **ColourGate** have been supplied and fitted by an approved installer with a current Gatesafe registration or equivalent in accordance with the drawings provided in the technical folder and connected to power by a registered electrician. The gates are washed directly by rain or clean water at least every six months. The service schedule is carried out on time by an accredited installer for the duration of the warranty. The Gate is not altered in any way after installation without being signed off by an accredited installer to ensure it meets all relevant health and safety laws. Any retrospective works that are required by law to be made to improve safety of the installation are carried out as governed by law and best practice.

Remedy

If, during the period of this warranty, the product fails to perform as defined above, we will replace or repair at our option the part found by us to be defective. Following resolution, all replaced parts must be returned via the installer to Climar Ltd for inspection and testing to determine the cause of failure.

Exclusions

1. This warranty replaces all other conditions or warranties whether oral or written, express or implied.
2. We will not accept liability for any other direct or indirect losses or damages including injury to persons, or damage to property and consequential loss or damage however they occur.
3. Natural reduction of paint gloss is not covered by this warranty.
4. Interruption to power supply or power surges.
5. This warranty does not apply where failure of the product is partly or wholly due to any of the following:
 - Damage sustained (including severe scratching or abrasion of paint finish) after installation resulting from maltreatment, neglect or changes made by an un-accredited party;
 - Movement of the ground or structural defects of any buildings or intrusion of vegetation;
 - Exposure to adverse loads such as people climbing or riding on the gate;
 - Contact with moisture-retaining or incompatible substances including concrete (apart from post footings), bitumen, soil, ashes fertilisers, lead, copper, monel metal, bare steel, stainless steel and timber.
 - Contact or coating with corrosive substances including harmful chemicals, pool water, water runoff from lead or copper, or green, wet or treated timber or insufficient cleaning;
 - The railings are within 1 km of severe industrial or other corrosive environments;
 - Acts of God.

Extension of benefit- The benefit of this warranty extends to the buyer and to the property owner.

Definitions- Product means the product for which this warranty is issued.

These guidelines are part of the warranty conditions and help maximise the life of the product.

After installation

A quick hose down of the gates and posts is recommended to remove metal chips or filings. Gate posts should always be set in concrete. Ensure you are happy with the installation and alert the fitter to any issues immediately.

Cleaning and care

Hose the gate down every six months ensuring it is free of dirt and debris. We don't warrant against harmful chemicals, including water from swimming pools and overspray of garden chemicals so if there is a spill, hose the gate down before the chemical or pool water dries.

Over the lifetime of your gate

Minor scratches won't affect the performance of your gate, don't paint over minor damage as colours are unlikely to match over time. Don't allow anyone to climb or ride on the gate as this may damage the gate and will put them at risk of injury. If any elements near the gate are altered such as the height of the driveway or walls or hedges either side of the gate, you should consult with your gate installer to ensure that this has not compromised the safety of the installation. Please retain the technical file that was handed to you on installation as it will be required if you sell or leave the property and you will need to handover the safety and technical file to the new owner as well as a copy of this document. If you are in any way concerned about damage to or the safe function of your gate, switch off the power, place in manual mode and call head office for advice on 08006 444 113.