



## Manufacturers Warranties and Liability

For Acetech series pergola

### 1 General

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Acetech Architectural Pty Ltd warrant that all the product at the time of purchase will be free from manufacturing defects and fit for purpose. The warranty period is as follows.

**5 years for structure and fixing components**

**5 years for paint finish**

**3 years for motor, LED lights**

**2 years for remote and sensor**

**1 year for installation (Acetech Authorized Installer only)**

### 2 Definition

2.1 - **Acetech** means Acetech Architectural Pty Ltd ABN 97 664 542 027

2.2 - **Defect** means the defect in design, workmanship or the material or a failure of the whole or part of the product

2.3 - **Purchaser** means any original end user of the Product who purchased the Product for purpose

2.4 - **Purpose** means installation and maintenance of Acetech pergolas as per Acetech installation and maintenance instruction

2.5 - **Product** means any Acetech series pergola products purchased from Acetech Architectural

### 3 Conditions

For the warranty claim to be valid the following conditions shall apply

3.1 - The installation and maintenance work is carried out in proper and workmanlike manner and in accordance with installation manual, and any plans and specification provided

3.2 - The product has not been dismantled at any time and / or moved to another location than of its original installation

3.3 - Once the original purchaser is no longer the owner of the land the warranty will cease

3.4 - Should not add any temporary or permanent items other than Acetech product components

3.5 - The warranty starts from the date of purchase and expires on following corresponding date

### 4 Warranty claim procedure

4.1 - To claim under this warranty the purchaser should fill in the warranty card and mail or scan and email to Acetech within 30 days of installation

4.2 - Claims should be made within warranty period

4.3 - The purchaser must provide written notice together with supporting documents within 30 days from discovering the defect

4.4 - The notice must include:

4.4.1 - Clear description of defect

4.4.2 – Photo and or videos of defects

4.4.3 - Quantity of product claimed to be defective

4.4.4 - Proof of purchase such as receipt

4.5 - After claim is received Acetech will conduct investigation to establish the cause of defect

4.6 - If defect is found Acetech will at its sole discretion will replace or repair any defective product. Or Acetech at its sole discretion may choose to refund all or part of the purchase price of the defective product

## **5 Limitation and exclusions**

5.1 - For this warranty the defects arising from followings are excluded

5.1.1 - Product not protected against damage prior to and during installation according to instruction provided by Acetech

5.1.2 - Product not installed following plans, specification and any instruction provided at the time of purchase

5.1.3 – Defects arising from products coming to contact with soil, fertilizer, plants and wet timbers

5.1.4 – Defect arising from ground movement, settling, collapse or distortion

5.1.5 – Exposure to chemical substances

5.1.6 – Defects arising from unsuitable roof traffic, improper installation, negligence

5.1.7 - Act of God, storm damage, flooding, earthquake, lightning, poor drainage, exposure to acidic or corrosive conditions any other natural disaster

5.1.8 – Paint on product installed within 100 meters from salt water body and 50 m from breaking surf

5.1.9 – Any product exposed to different wind loading than advised by Acetech at the time of ordering product

5.1.10 - Environment and location consideration – Acetech will reject a claim if the defect or failure is arisen from installation in a location subject to aggressive environment such as areas prone to airborne salt deposit or corrosive condition adjacent to swimming pool or spas, or in non-residential or industrial areas



# Warranty Register Card

## ACETECH ARCHITECTURAL

Purchaser \_\_\_\_\_

Address \_\_\_\_\_

Mobile \_\_\_\_\_ Telephone \_\_\_\_\_

Email \_\_\_\_\_

Installation Address \_\_\_\_\_

Date of installation \_\_\_\_\_

Product Code \_\_\_\_\_

Purchaser's signature \_\_\_\_\_

Date \_\_\_\_\_

Mail this card to below address or scan and email to email address shown below.

Address: 40 Lisbon Street, Fairfield East NSW 2165

Email: [sales@acotecharch.com.au](mailto:sales@acotecharch.com.au)

Tel: 02 9724 5566

<https://acotecharch.com.au/>