



Warranty Terms & Conditions

Your DAVE purchase

Congratulations on Your purchase of DAVE. We are proud of our ingenuity and stand by the products We design and manufacture.

If You use, care for and maintain DAVE in accordance with the Product Information, We are confident that You will enjoy DAVE for many years to come.

Use

Please use DAVE in accordance with the Product Information. This includes:

- (a) Removing any manual locks from the door before installing DAVE; and
- (b) Only installing DAVE on a door suitable for its use.

If DAVE is installed in any of the following environments or conditions, the life expectancy may be affected:

- (a) prolonged exposure to animals, insects, plants, dirt, fire, flood, rain, water, lightning, storms, frost, snow, rain, salt or other environmental conditions; or
- (b) prolonged exposure to marine, industrial or other corrosive environments, including any installation within 1 km of those environments

Care and maintenance

Please care for and maintain DAVE in accordance with the Product Information.

It is normal for the surface of DAVE to fade in colour or reduce in gloss over time.

As part of regular care and maintenance, You will need to replace consumables, such as batteries in the wall console and fuses, as and when required.

You must also care for and maintain the door operated by DAVE in accordance with the manufacturer's instructions. This is because not caring and maintaining the door operated by DAVE in accordance with the manufacturer's instructions requires DAVE to work harder – reducing the effective life of both the door and DAVE.

Our DAVE Warranty

We warrant to You that DAVE is free from defects in materials and workmanship, and will operate in all material respects in accordance with the Product Information, for the Warranty Period (as defined below), provided that:

- (a) DAVE is installed by a qualified technician;
- (b) You use, care for and maintain DAVE in accordance with the Product Information; and
- (c) You use, care for and maintain the door operated by DAVE in accordance with the manufacturer's instructions.

If DAVE does not meet the foregoing warranty during the Warranty Period (as defined below), We will (at our absolute discretion) repair or replace all or part or component of DAVE or refund the fee paid by You for DAVE.

Warranty registration

We recommend registering your warranty by visiting <https://www.automatictechnology.com/warranty>.

Making a Claim

As soon as You become aware of a possible defect with DAVE during the Warranty Period (as defined below), please promptly contact Us. Continued use of DAVE after you become aware of a possible defect is at your sole risk.

We will either arrange for an Automatic Technology representative to inspect DAVE or for You to return all or a part or a component of DAVE to Us. We will also request You to provide the purchase receipt and any further information required by Us to effectively review and assess Your claim. We are unable to effectively review and assess Your claim without the purchase receipt.

If Your claim is in order, We will notify You and undertake the repair or replacement of all or a part or component of DAVE or refund to You the fee paid by You for DAVE within a reasonable time. If further information or investigation is required or if the information provided to Us does not meet the requirements specified above, We will contact You. Our aim is to ensure Your claim is resolved quickly and efficiently.

Limitations

Our warranty does not extend to, and We are not liable for, any consequential, incidental or indirect loss or damage resulting from DAVE, including damage caused to other equipment or accessories used with DAVE, loss resulting from a delay in repair or replacement or loss that may be incurred by You in making the claim. This warranty is for the benefit of the original purchaser of DAVE and is not transferrable.

Exclusions

Our warranty excludes:

- (a) Installation of DAVE other than in accordance with the Product Information;
- (b) Use of DAVE other than in accordance with the Product Information, including higher than normal frequency of use and excessive wear and tear, manual locks not being removed from the door before in stalling DAVE or installing a door not suitable for DAVE;
- (c) Failing to care for and maintain the door operated by DAVE in accordance with the manufacturer’s instructions;
- (d) Misuse, tampering or neglect of DAVE, including improper or infrequent service and maintenance or failure to regularly service and maintain DAVE as recommended in the Product Information;
- (e) Accidental, deliberate or negligent damage, including vandalism, graffiti or theft;
- (f) Damage caused by controls, devices or software not supplied or approved by Us;
- (g) Damage caused by events or acts outside of Our control, including fire, flood, rain, water, lightning, storms, frost, snow, rain, salt or other environmental conditions; and
- (h) Modifications, other than modifications authorized by Us.

DAVE exclusions	
We also exclude faults caused by:	
1.	Failing to wait for the LED to go out before replacing the power cartridge to enable power discharge from the replaced power cartridge;
2.	electrical or power surges, power spikes or faulty or unsuitable electrical wiring of structures to which DAVE is affixed;
3.	radio or electrical interference or lack of signal availability;
4.	maximum continuous operating time exceeding the Duty Cycle specified in the Warranty Table (as defined below);
5.	the manual operation (opening and closing) force of the door by hand exceeding 20kg;
6.	the door weight exceeding the recommended weight limit for DAVE as specified in the Product Information; and
7.	a door, if the door is not balanced or the door accessories, such as seals, springs, lifting cables and guides, are in poor working order.

Terms

The following terms have the following meanings:

Term	Meaning
Cycle	A full open and close cycle of the door operated by DAVE
DAVE	The DAVE commercial operator, including the drive unit, power cartridge (packaged and sold separately) and wall console
Product Information	The information about DAVE, which may be contained in any of the following documents: product manual, installation instructions, operating instructions, care and maintenance instructions, safety instructions, warranty, labels and packaging
Start Date	The date You Purchased DAVE, as specified on the purchase receipt
Warranty Period	The period commencing on and from the Start Date and ending on the earlier of the Warranty Period or Warranty Cycle Limit specified in the Warranty Table (as defined below), whichever comes first

Warranty Table	Door Weight	Duty Cycle	Warranty Cycle Limit	Warranty Period			
	Up to 400kg	$\leq 30\%$ Door actively cycling for 18 minutes or less of every 60 minutes No daily maximum cycle count	Unlimited	5 Years			
		$> 30\%$ Door actively cycling for more than 18 minutes of every 60 minutes No daily maximum cycle count	100,000	5 Years			
Greater than 400kg	$\leq 10\%$ Door actively cycling for 6 minutes or less of every 60 minutes No daily maximum cycle count	100,000	5 Years				
We or Us or Our	<table border="1"> <tr> <td>NZ</td> </tr> <tr> <td>B&D Doors (NZ) Limited</td> </tr> <tr> <td>Phone: 0800 800 060</td> </tr> </table> Online https://www.automatictechnology.com/contact-us E-mail: support@automatictechnology.com				NZ	B&D Doors (NZ) Limited	Phone: 0800 800 060
NZ							
B&D Doors (NZ) Limited							
Phone: 0800 800 060							
You or Your	The purchaser of DAVE						

Consumer law statement

Our goods come with guarantees that cannot be excluded under the consumer law in Australia and New Zealand. You may have a replacement or refund for a major failure, and compensation for any other reasonably foreseeable loss or damage. You may have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to You under Our warranty are in addition to (and don't exclude, restrict or modify) any other rights and remedies You may have under the consumer law in Australia and New Zealand.