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## Nice Group South Africa (Pty) Ltd (“Nice”) Drive Series Sliding Gate Operator range extended warranty

1. Nice Drive Series Sliding Gate Operators offers a 2-year limited factory warranty.
2. This warranty is only applicable to Drive 300, Drive 500, Drive 600 & Drive 1000 operators produced from the 1st of March 2024.
3. The warranty excludes any battery purchased with the product in a “kit” or at any time thereafter.

### Standard Warranty terms and conditions:

4. All goods are warranted to be free of faulty components and manufacturing defects.
5. Faulty goods will be repaired or replaced at the sole discretion of Nice free of charge if goods are returned within the warranty period and falls within the warranty conditions.
6. 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.
7. 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.
8. All claims made by the end user must be directed to their respective service provider/installer.
9. For the extended 2-year warranty to be valid:
10. It is a requirement of this warranty that the owner has the sliding gate:
  - a. Initially installed and serviced by a professional service provider within the specifications and guidelines provided in the product documentation.
  - b. Serviced at least every 12 months at domestic applications and every 6 months at commercial/industrial applications by a professional and reputable gate manufacturer/installer.
11. If a claim is made against this warranty, the owner must supply proof of servicing/installation of sliding gate within 12 months preceding the claim.
12. The following conditions will disqualify products from the Warranty as laid out above:
13. Any unauthorized modifications to the product or components thereof or use of third-party accessories with the product.
14. Any modification to the installation methods described in the installation instructions.
15. Any use of the product other than the intended application or not within the guidelines, specifications and operating conditions described in the product information.
16. Any general misuse/abuse or physical / impact damage.
17. Damage resultant of natural elements, e.g. wind, lightning strikes, flooding or any “Act of God” even
18. Damage due to input voltage or changes in sine wave supply outside the specified voltage/frequency in the applicable documentation.
19. Damage due to fauna/flora ingress/infestation (e.g. insect damage)
20. Operation of the product outside the design parameters and specifications.
21. Water damage;
  - a. It is the responsibility of the installer to ensure the product is installed in a location that is protected from water ingress and for the product owner to verify this. The ingress protection rating is specified in the accompanying documentation.
  - b. Housings that require that cable entries be 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.
22. Normal wear & tear components e.g. Gears, bearings, electric motor brushes.

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