

## Warranty Conditions

CS Cavity Sliders Pty Ltd



Innovative Door Solutions

The warranties herein form part of the TERMS OF TRADE FOR GOODS AND SERVICES and the general conditions of Warranty are also contained in that contract.

### Goods supplied but not manufactured by the Company

The warranty on Goods supplied by the Company but not manufactured by the Company shall be the warranty of the original manufacturer.

### Goods manufactured by the Company:

#### TEN (10) YEARS WARRANTY\*

on the following category of Goods supplied by the company:

CavitySliders™

WardrobeSliders™

TrackSystems™

Pre-HungJambs™

\*Excludes normal wear and tear including but not limited to replaceable parts and powder coated / pre-finished surfaces.

#### FIVE (5) YEARS WARRANTY\*

on the following category of Goods supplied by the company:

DoorLeaves™<sup>†</sup>

AutomaticUnits™<sup>#</sup>

\*Excludes normal wear and tear including but not limited to replaceable parts and powder coated / pre-finished surfaces.

<sup>†</sup>Five year warranty applies to doors manufactured by CS Cavity Sliders. All other door leaves carry the original manufacturer's warranty.

<sup>#</sup>Electronic components carry a 12 month warranty.

#### TWO (2) YEARS WARRANTY\*

on the following category of Goods supplied by the company:

CaviLock®

\*Excludes normal wear and tear including but not limited to powder coated / plated / pre-finished surfaces.

#### TWELVE (12) MONTHS WARRANTY\*

on the following category of Goods supplied by the company:

### Electrical components and parts

\*Excludes normal wear and replaceable parts.

### THREE (3) MONTHS WARRANTY for labour services (Workmanship)

(excluding expendable materials)

Labour Services shall mean Workmanship applied to the installation, inspection, repair or maintenance of the Goods or parts and materials by CS Cavity Sliders Pty. Ltd.

This Warranty is subject to the general terms and conditions of the Terms of Trade for Goods and Services and the parties shall agree that the Warranty will not apply where:

- Installation, inspection or repair has been carried out by persons that are not technically competent and not approved by the Company.
- Installation, inspection or repair is not by a registered service person approved by the Company.
- The Customer's Goods under warranty are not maintained and serviced according to the written instructions or manuals of maintenance of the original manufacturer or of the Company.

### Making a claim for damaged or defective Goods or defective Services

The Company will provide a form for any claims for damaged or defective Goods or Services but will not accept any claim by the Customer for any reasons where the Customer may be prejudiced by the defect or failure of the Goods or Services including economic loss, consequential loss or any other form of loss whatsoever and this guarantee will not apply, where:

- Goods or Services have not been paid in full and according to the terms of payment.
- The defect or failure is due to or resulting from damage or misuse or use contrary to the printed instructions of the Company for maintenance or care when in the possession of the Customer.
- The defect or failure is due to persons not technically competent to use the Goods.
- The defect or failure is due to the Goods not being used for the purpose for which they were specified.
- The defect or failure is caused by the Customer or a third party on behalf of the Customer attempting integration or interfacing of the Goods with other Goods.
- The Customer or any third party altering the Goods in any way different to the condition in which they were supplied or installed.
- The defect or failure is due to environmental conditions of the Customer's site causing deterioration.
- The defect is due to the Customer or its agent attempting modification or repair of the Goods.

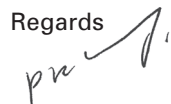
## Valued Customer,

On behalf of the whole CS Cavity Sliders team, we would like to thank you for purchasing our products.

Since our establishment in 1986, we have strived to reach levels of optimal performance in both manufacturing and customer service. CS Cavity Sliders is dedicated to providing products that meet the needs of our customers. We constantly monitor the marketplace and are innovators in our field. New products are under constant development, so that as your needs change, we are right there with you.

We trust you are enjoying the many benefits of our products. Should you have any enquiries or comments, please feel confident in calling one of our friendly customer services staff.

Regards



Phil Kenny  
Managing Director  
CS Cavity Sliders

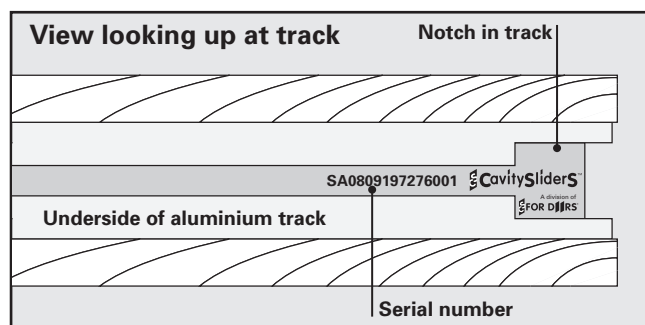
### IMPORTANT:

Please ensure that this documentation is received by the end customer.

## How to claim

For all enquiries, please contact our Customer Services Department (details below) and request a claim form.

Serial numbers are affixed to the majority of our products. On **CS CavitySliders**, **CS AutomaticUnits** and **CS WardrobeSliders** these are visible through the slot in the underside of the track as shown below. On **CS DoorLeaves** the serial number is affixed to the rear or top edge of the door. **CS TrackSystems** have the serial number fixed to the side or underside of the track.



For all other products, the serial number (starting with SA-----) can be found on your invoice.

All repairs, possible charges or replacements are at the sole discretion of CS Cavity Sliders Pty. Ltd. (CS Cavity Sliders). Approved repairs will be conducted at the Customer site or in the Company factory where necessary.

**Note:** We welcome your feedback about product improvements or service. Please email [info@cavitysliders.com.au](mailto:info@cavitysliders.com.au)

Instructions of Care	Common misuse is:
Only use the correct Operating Manuals	Attempting to use or repair the Goods without proper knowledge
Operate within the rated capacity	Not checking the manufacturer's recommended ratings
Do not place heavy loads on the Goods	Incorrect packing and shipment of the Goods causing damage to the exterior
Do not expose to impact, excessive movement or continual relocation	Not realising that the Goods contain sensitive parts or may damage easily
Do not expose to excessive vibration or heat	Not realising that the parts are sensitive to excessive vibration and heat
Do not expose the Goods to water or excessive moisture	Not realising that timber may be a component and that excessive moisture damages sensitive parts and may discolour the finish