

Warranty Conditions

CS Cavity Sliders Pty Ltd



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.

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 WARRANTY¹

on the following category of Goods supplied by the company:

CavitySliders™

WardrobeSliders™

TrackSystems™

Pre-HungJambs™

FIVE (5) YEARS WARRANTY¹

on the following category of Goods supplied by the company:

DoorLeaves™²

AutomaticUnits™³

TWO (2) YEARS WARRANTY¹

on the following category of Goods supplied by the company:

CaviLock®⁴

Serviceable/Replaceable Parts

The warranty on wheels, carriages, mounting plates and track stops shall be the lesser of five years or 100,000 cycles.

The warranty on SofStop® Mechanisms (including but not limited to SofStop® Activators) shall be the lesser of two years or 100,000 cycles.

Serviceable or replaceable parts not listed in this warranty are not covered by this warranty.

¹ Exclusions: normal wear and tear including but not limited to serviceable or replaceable parts and powder coated/pre-finished surfaces.

² Five year warranty applies to doors manufactured by CS Cavity Sliders. All other doors carry the original manufacturer's warranty.

³ Electronic components carry a 12 month warranty.

⁴ Finish Warranty - finishes susceptible to early deterioration or oxidation (often referred to as living finishes, e.g. Oil Rubbed Bronze) are excluded from this warranty.

TWELVE (12) MONTHS WARRANTY¹ on electrical components and 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.

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.

Valued Customer,

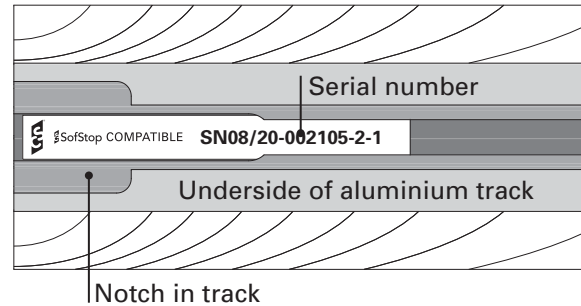
Thank you for purchasing our products.

Since our establishment in 1986, we have strived to reach levels of optimal performance in both manufacturing and customer service.

We are dedicated to providing products that meet the needs of our customers 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.

View looking up at track



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

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

IMPORTANT:

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

Instructions of Care

Only use the correct Operating Manuals

Operate within the rated capacity

Do not place heavy loads on the Goods

Do not expose to impact, excessive movement or continual relocation

Do not expose to excessive vibration or heat

Do not expose the Goods to water or excessive moisture

Common misuse is:

Attempting to use or repair the Goods without proper knowledge

Not checking the manufacturer's recommended ratings

Incorrect packing and shipment of the Goods causing damage to the exterior

Not realising that the Goods contain sensitive parts or may damage easily

Not realising that the parts are sensitive to excessive vibration and heat

Not realising that timber may be a component and that excessive moisture damages sensitive parts and may discolour the finish