

WARRANTY TERMS AND CONDITIONS - Pedestrian Access Control Products

1. Warranty period starts after the date of purchase of the goods and continues for twenty-four (24) months against manufacturing defects. Warranty coverage is in form of supplying replacement parts free of charge.
2. Availability of the spare parts by the manufacturing company is guaranteed for ten (10) years following the manufacturing date of the product.
3. Any tampering, failures resulting from unauthorized modification or repair attempt and shall void the warranty.
4. Expiration time for the warranty of the parts replaced within the warranty period is the same as that of the product.
5. When the product fails within the warranty period, duration of repair is added to the warranty period.
6. Manufacturing company supplies required replacement parts to repair defects and failures during the warranty period in accordance with the terms stated herein. The parts are supplied to the authorized dealer/servicecenter which has sold the product to end user.
7. It is the user's responsibility to check that technical services are carried out in accordance with the terms stated herein.
8. The user must retain the warranty certificates, serial numbers and present to the authorized service personnel when required. Serial number is required when replacement parts are ordered from the manufacturer.
9. Users are expected to sign the failure report/service forms that are filled after service/maintenance work performed under the warranty coverage.
10. In case any dispute or problem related to the warranty is not resolved by the manufacturer, users can apply to the Republic of Turkey Ministry of Industry and Trade, Directorate General of Protecting Consumer Rights and Competition.
11. All replacement parts sold by Ozak are warranted for a period of one year following the date of purchase, excluding failures resulting from physical damage, incorrect installation, misuse, tampering and similar reasons beyond manufacturers control.
12. The specified warranty periods and MCBF's of our products are based on the condition that the product is properly installed, operated and maintained in accordance to the recommended periodic maintenance plan of the manufacturer as outlined in the relevant technical documentation of the product. Such documentation is provided with the product or it can be obtained from the manufacturer.

CASES EXCLUDED FROM THE COVERAGE OF WARRANTY

1. Any tampering or damage on warranty certificate or serial numbers and labels that prevent the identification of the product.
2. Any modifications, addition of accessories and parts, or replacement of parts without approval of manufacturer fall within the scope of tampering with the system, therefore terminates liability of the manufacturing company.
3. Warning signs, stickers, scratches, paint damage, wear and tear, externally caused stains etc.
4. Any damage and failure resulting from any of the conditions listed below are not covered by warranty:
 - a) Misuse, abuse, deliberate act or negligence,
 - b) Any damage, scratches or breakage of glass, acrylic, polycarbonate etc. parts,
 - c) Failures caused by improper installation, wiring, isolation, short circuit, power surge, incorrect wiring and voltage applications, improper grounding, change of phase group, induction current effects,
 - d) Maintenance, repair, additions or replacement of parts and accessories or moving the turnstiles from original place by unauthorized personnel or company, and lack of periodic maintenance of the product,
 - e) Shipping and handling and installation related damages,
 - f) Failures caused by exposure to unsuitable operating/environmental conditions for the stated technical specifications of the product (intended use, temperature range, IP grade etc.),
 - g) Failures caused by leakage of water into the internal parts of the product due to application of pressurized water, unauthorized modification, improper installation,
 - h) Damage and failure caused by lightning, flood, fire, storm, hurricanes, earthquake and similar natural disasters,
 - i) Accidents that occur at the location where the products are installed,
 - j) Damages/failures caused by pests such as rodent damage to wiring,
 - k) Damages that occur as a result of circumstances beyond reasonable control of the manufacturer or the user (armed conflicts, civil unrest, blockade, revolution, insurrection, mobilization, looting etc.),
 - l) THE DAMAGE OR FAILURES OCCURRING DUE TO FEEDING OF EXTERNAL DEVICES (CARD READERS, TERMINALS, INDICATIONS, COMMUNICATION DEVICES, ETC.) FROM THE CONTROL BOARD OR POWER SUPPLY UNIT INSIDE THE TURNSTILE.