

Certificate of Warranty

Your system has been installed in full compliance with NSI Codes of Practices and British standards and as such we expect it to be fully operational and provide good quality reliable service.

However, from time to time it may be possible to experience equipment faults due to manufacturer's errors, or omissions which you as the client should not be left to deal with. As such BRITANNIC SECURITY provide a full 12 months warranty during which time if an item of equipment fails through faulty manufacturing, it will be replaced free of any charge to the end client, for the duration of the warranty period.

Your attention is drawn to the terms of the warranty as it must be clearly understood that the warranty has not been provided to cover anything other than manufacturing faults.

We do agree that the system must have been installed to be fit for purpose and should it be found that it is not compliant in any way with the specification, the works will be provided under our standard guarantee of compliance.

The warranty becomes effective from the date of handover to the end customer or representative of the end customer, in this instance being Northern Star.

1. BRITANNIC SECURITY warrants that for a set period, namely 12 months of the date of handover, its products are free from any defects in work and materials.
2. The warranty excludes any and all defects arising from: drawing, design, specification or requirement of the Customer, general fair wear and tear, wilful damage, negligence, accidental damage, abnormal working conditions (including moisture and temperature fluctuations outside the recommended operating window), failure to follow Product environment, installation and operating instructions, acts of nature, voltage fluctuations and as a result of connection to or a location near any third-party equipment.
3. The warranty shall be invalid if:
 - a. The product has been opened and worked on by any other engineer than BRITANNIC SECURITY Engineers, except where a control panel is opened for the purposes of installing and testing Redcare communication STU's.
 - b. The effected unit and any associated equipment has been tampered with or previously repaired by an unapproved engineer.
4. To ensure the warranty remains valid, all repairs must be conducted by a BRITANNIC SECURITY engineer.
5. On discovery of any defect or non-conformity of the product covered by a warranty, the customer must notify BRITANNIC SECURITY in writing as soon as reasonably possible.
6. Repairs on products under warranty will normally be conducted free of charge (as long as the conditions described herein are adhered to) The cost of attendance by an engineer shall be met by BRITANNIC SECURITY unless the damage of failure is found to be the result of issues excluded by this warranty.
7. Following a product repair or replacement, BRITANNIC SECURITY will warrant that product for a period of 1 year from the repair date or to the end of the normal warranty period, whichever is the later.
8. Should the part that is faulty be out of warranty BRITANNIC SECURITY will charge for call out, labour and parts accordingly.
9. If a Customer fails to comply with the Terms and Conditions laid out in this document, and including, but not limited to, the time of performance in relation to such matters as payment then, without prejudice to all other rights of BRITANNIC SECURITY, the warranties contained in this document and BRITANNIC SECURITY's standard Terms and Conditions shall from the date of such non-performance terminate and for the purpose of this Contract shall be deemed as excised.

Should you need to advise us of faults please contact our main offices on: Tel 0121 744 0770

Or you may write to:

Mr. Simon Hawker (Managing Director)

Coverdale House, 261 Lyndon Road, Olton,
Solihull, West Midlands,
B92 7QP