



WARRANTY

RANGE OF
GUARANTEES
GUIDE



CAME 
ENTROTEC

CAME.COM/ENTROTEC

WARRANTY

RANGE OF GUARANTEES GUIDE

OVERVIEW

Entrotec offers a range of Guarantees which cover its own manufactured products. These Guarantees are variable in both “The Guarantee Period” and “The Extent of the Cover”. The following information is intended to be a guide; it is recommended that all customers confirm the exact cover they require before making a purchase with Entrotec Ltd.



STANDARD GUARANTEE ALL ENTROTEC MANUFACTURED PRODUCTS

All Entrotec manufactured products are guaranteed for a period of 2 years from the date of invoice. This guarantee provides cover against Entrotec design and Entrotec manufacturing defects only. Any third party products integrated or supplied hold only the original manufacturers guarantee. In general, the guarantee does not cover:

- Poor and/or incorrect installation
- Poorly maintained equipment
- Interference/damage by third parties and or third-party products/services
- Vandalism
- Water damage
- Lightning strikes
- Tenant/third party misuse
- Mains supply faults which damage the equipment
- Acts of God



EXTENDED GUARANTEE ALL ENTROTEC MANUFACTURED PRODUCTS

This option includes all the cover as in the Standard Cover outlined in the previous page, PLUS 3 or 8 extra years of cover, totaling 5 or 10 years of cover for Entrotec Manufactured parts only.

This extended guarantee is available at an agreed cost only if the following conditions have been met:

- Entrotec products have been installed and commissioned by an Entrotec Approved Installer
- The work has been satisfactorily inspected and/or approved by Entrotec
- A “Certificate of Acceptance” has been issued to cover the installation

Extended cover is only available on pre-registered projects/ program, where Entrotec has written a project specification that is accepted by the Client (end user) that is solely/continually used by the client throughout the registered project/phased program as agreed in writing. It is a condition of the guarantee that the complete system is covered under an “Approved Installers Annual Maintenance Plan” (See page 3 for details) and is available to be inspected by Entrotec throughout the extended guarantee period.

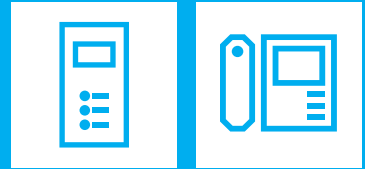
This guarantee provides cover against Entrotec manufacturing and Entrotec manufacturing technical defects. Entrotec reserve the right to inspect returned faulty items. If after inspection the item returned is covered under the extended guarantee, it will either be repaired or replaced with new or factory refurbished/ repaired product (at the discretion of Entrotec).

On average, we have found our customers’ lifecycle of equipment from installation to renewal to be a minimum of 10 years. From this, Entrotec has designed a program that could guarantee your equipment for this period should it be required.

This guarantee provides cover against Entrotec design and Entrotec manufacturing defects only.

- Door entry and access control PCB’s
- Handset marshalling PCB’s
- Audio handsets
- Door panel amplifiers
- Display units

Items specifically not covered; third party products, e.g. video screens, power supplies, MCBs, door panel buttons. Any call out, labour charges or compensation for any consequential loss.



APPROVED INSTALLERS ANNUAL MAINTENANCE PLAN

The “Approved Installers Annual Maintenance Plan” is mandatory for Extended warranties of Entrotec Manufactured products.

The Door Entry Maintenance plan as a minimum requires the following:

- Number of Entrance panels noted
- Cabinet checks: including overall condition, including locks, vandalism or water damage, cabinets cleaned
- Audio at panels adjustment
- Trade times & Trade button operations test
- Quantity of controlled door noted
- Access control reader operation test
- Number of handsets noted.
- Audio and video tests at flat and % adjusted.
- Handset functions checked.
- Batteries / Voltage checks | Visual and capacity checks recommended every 2 years. Last date of battery check noted. System voltage, Battery Charge voltage and Battery voltage checks.
- Operations test of PTE, Fireman’s switch and maglocks. Cleaning of all above.

Approved installer conditions:

Entrotec works closely with contractors throughout the UK and has a network of approved installers.

Our Approved Installers List is sent out daily to many Builders, Local Authorities, and Housing Associations etc who require competent installers for specified jobs. We offer FREE certified product sales and technical training courses at our factory in Livingston. When a training course has been completed and a company has met the following criteria, they can apply to become an Entrotec Approved Installer.

- The company must have demonstrable experience using Entrotec equipment.
- The company must have reference sites demonstrating excellent workmanship within the industry.
- A minimum of 2 engineers must have attended our training course (These engineers should carry out the installation, commissioning and servicing of our equipment)
- Entrotec will inspect some of the company installations (and future installations will be randomly checked) to ensure the equipment is being installed correctly and to our recommendations and wiring regulations
- Onsite annual CPD, toolbox talks are available for new employees within our approved network for top up training.
- Extended guarantees are only available for those systems installed, commissioned and maintained by approved contractors.
- The approved installers demonstrate financial stability and positively promote the Entrotec product range.

Items specifically not covered; third party products, e.g. video screens, power supplies, MCBs, door panel buttons. Any call out, labour charges or compensation for any consequential loss.



CAME ENTROTEC

CAME ENTROTEC

5 Ashwood Court
Oakbank
Livingston
EH53 0TL

Tel: 01506 886230

Support: 01506 886235



© WARRANTY0222 - 2022 - EN
YOU MAY NOT EVEN PARTIALLY REPRODUCE THIS DOCUMENT
THE DATA AND INFORMATION SHOWN IN THIS CATALOGUE ARE SUBJECT TO CHANGE WITHOUT OBLIGATION TO GIVE PRIOR NOTICE BY CAME S.P.A, E&OE



CAME S.p.A.
Came cancelli automatici S.p.A.
is certified for Quality and Environment
UNI EN ISO 9001
UNI EN ISO 14001
BS OHSAS 18001

[CAME.COM/ENTROTEC](https://www.came.com/entrotec)