



## AutoGate, Inc. Limited Warranty

AutoGate warrants **only** that its products are free from defects in materials and workmanship for a period of five (5) years on Residential applications and three (3) years on Commercial applications, such period begins on the original **date of manufacture from the factory**. AutoGate's obligation under this limited warranty shall be **limited to the repair and/or replacement only** of such products that, upon AutoGate's examination, and in AutoGate's sole discretion, are determined to be defective in materials or workmanship. This warranty **specifically excludes dismantling and/or reinstalling such products**. Any product repaired or replaced as provided herein shall be subject to warranty only for the remainder of the time applicable to the original warranty period.

AutoGate shall determine whether correction of any defect or failure under this warranty shall be by repair or replacement. **AutoGate's liability hereunder shall not arise unless all repairs to the product are made under the supervision of, or with the prior written approval of, AutoGate**. Shipping costs incurred in returning defective products shall be prepaid to AutoGate. If AutoGate's examination of the product determines the product to be defective as herein defined, return shipment shall be prepaid by consignee. Title to any replaced material shall pass to AutoGate. **This warranty does not cover** product accessories, parts, or attachments that are not manufactured by AutoGate, except to the extent of the warranty, if any, given to AutoGate by the actual manufacturer. All claims filed under this warranty must be presented to AutoGate in writing and delivered by **registered or certified mail** during the warranty period and **not more than 30 days after notice of any apparent defect**. Any replacement parts provided hereunder will be shipped UPS Regular Ground pre-paid by AutoGate. Any additional shipping charges incurred at the request of the customer (Next Day Air, 2nd Day Air, etc.) will be the responsibility of the customer and not refunded.

This limited warranty is extended to the **original owner** of the products purchased hereunder and is non-transferable and non-assignable. **This warranty does not cover** ordinary wear and tear, appearance, paint or powder coat fading damage caused by misuse, abuse, neglect, alterations, unauthorized repairs, acts of God, or failure to maintain the product as directed by AutoGate.

**No other party**, including Original Equipment Manufacturers, Distributors, Dealers, or installers, is **authorized to make any other representation or warranty**, or assume or create any obligation on behalf of AutoGate other than by referring the customer to this warranty.

All warranty related repairs or replacements will be governed under the State of Ohio to the extent of the law.

THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, WHICH EXTEND BEYOND THE DESCRIPTION AS STATED HEREIN. IN NO EVENT SHALL AUTOGATE BE RESPONSIBLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER FOR PROPERTY DAMAGE OR PERSONAL INJURY, TO ANY PERSON, WITHOUT LIMITATION, BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR ANY OTHER LEGAL THEORY, NOR ANY CLAIMS WHATSOEVER OF ANY THIRD PARTIES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

**AG#:**

**Serial Number:**

**Manufactured Date:**

# WARRANTY SPECIFICATIONS

## What does your AutoGate Warranty Cover?

Proven manufacturer defects in materials and workmanship, beginning on the date of shipment through the original application warranty period. Defective products are subject to review by AutoGate, Inc. and limited to repair or replacement only.

\*Residential - (5) Years

\*Commercial - (3) Years

## Warranty on Purchased Components and Accessories

Parts, accessories, or any attachments to the application, which are "NOT" manufactured by AutoGate, Inc. are covered to the extent of the "Other" manufacturer's warranty only.

**"OTHER" Manufacture Warranties may include the following components:**

- ✓ **Springs** - 12 mo. &/or less 10,000 operational cycles.
- ✓ **Control Boards** – 1 Year from date of manufacture
- ✓ **Gear Motors** – 1 Year from date of manufacture.
- ✓ **Other** – Consult manufacture warranty.

## AutoGate's Advanced Replacement/Warranty Policy on Other Manufactured Components & Accessories:

Any part NOT manufactured by AutoGate, Inc. and that is subject to the actual manufacturer's warranty; will be processed as an advanced replacement parts order. Our Advanced Replacement policy includes: Control boards, access controls, receivers, transmitters & loop detectors. If any advanced replacement parts are shipped, you will be invoiced for the part.

Upon manufacture evaluation a credit may be issued if the part is covered under the manufacturer's warranty policy. You will then receive a credit against the advanced replacement invoice. Credits normally take 4-6 weeks to process.

AutoGate covers regular ground shipping ONLY; no other shipping charges are covered. Any credits issued will be less any additional shipping charges that may have incurred due to the customer's request for faster shipment (Next Day Air, 2<sup>nd</sup> Day, etc.).

## This Warranty Does NOT Cover:

- Defects resulting from accidents
- Ordinary wear and tear
- Lack of proper maintenance
- Power outages &/or surges
- Acts of God
- Fire
- Forced control adjustments
- Misuse or Abuse
- Unauthorized repairs
- Flood
- Failure to follow the Owner's Manual

## Technical Support

Call our technical support staff, toll free at 1-800-944-4283. A trained AutoGate, Inc. representative can assist you with diagnosing a problem and may help arrange for any part replacement warranty or non-warranty. Our technical support specialist can also direct you to "Other" manufacturer's resources based on the components and accessories purchased. Also, please see your troubleshooting tips located within your operator's manual.

## Need an Authorized Service Dealer?

You can obtain contact information for any "AutoGate Authorized" service dealer by calling 1-800-944-4283.

If any service dealer provides warranty service, AutoGate will not reimburse you for any items not manufactured by AutoGate. See Limited Warranty certificate.

## How to make a Warranty Claim?

You **must notify AutoGate, Inc. within 30 days of discovering the apparent defect.** You will be asked to provide the information located on the warranty certificate; AG#, Manufactured date, and Serial Number.

The parts and service department will issue a Returned Goods Authorization (RGA) Number at time of claim. All returns must have this RGA# issued; any product returned without this may be subject to warranty claim delay or refusal. Parts are to be **returned within 10 days** of date the RGA#/Warranty claim is issued, failure to do so will result in the loss of credit.