



PRODUCT GUARANTEE

The equipment supplied by Good Directions is guaranteed for a period of thirty six months from the date of purchase against failure through faulty workmanship or materials. This period will apply from the date of despatch from our works plus five days (to allow for delivery to customer).

This warranty covers goods or parts that have been sold by Good Directions on a supply only basis and assumes that Good Directions have been paid in full for the goods and that they have been correctly installed by a competent third party. The warranty provided is on 'a return to base' basis. This means that the customer is responsible for any costs incurred in removing, sending any parts or components back to us for examination and repair and subsequent reinstatement.

Good Directions will cover the cost of returning components to a customer but will not cover any postage, third party or labour costs incurred by the customer as a result of a malfunction regardless as to how it was caused.

Telephone support is available to help identify any problems and outline what may need to be returned. Replacement parts will not be sent until we have examined the relevant component(s) in question and decided on the correct course of action.

The warranty covers all mechanical aspects of the mechanism and installation and any electrical components or back up systems supplied by Good Directions.

The exclusions to this warranty are faults caused by the following:-

- Damage as a result of incorrect installation
- Failure of the power supply
- Lightning
- Power surges and spikes
- Problems caused as a result of interference by anyone who has not been authorised by Good Directions to carry out any repairs or adjustments
- Vandalism
- Circumstances beyond our control

A site engineer can be provided by Good Directions however this will be charged at the current hourly rate and will include apportioned travel time and associated costs such as access equipment. An estimate of costs can normally be provided once we have an indication as to what the problem is. Any faulty parts or components (subject to exclusions above) would be replaced free of charge

We take pride in our work and always hope that a customer does not need to take advantage of this warranty. If you do need to call, please provide as much information as possible so that we can help. A high proportion of reported faults are often simple to identify and solve thus saving the need to return any items.

We also provide an Annual Maintenance service for clock installations. Full details and costs can be provided upon request. Regular maintenance will help ensure long term reliability and longevity.