

# Warranties Policy

## Hardware warranty

Gallagher hardware products are warranted to the original purchaser to be free from defects in materials and workmanship for the product warranty period. Gallagher will, at its sole discretion, repair, replace (with identical or similar product), provide credit towards future purchase of Gallagher product to the equivalent purchase price of, or refund, any hardware product found to be defective during the warranty period. Exclusions apply to all warranties, see below.

The following warranty periods apply to Gallagher manufactured hardware:

### Limited lifetime warranty

Gallagher T10, T11, T12 and T15 readers are covered by a Limited Lifetime Warranty. If these products are moved to the previous generation section of the price list or are obsoleted Gallagher will continue to supply replacement product against valid warranty claims for a further 5 years.

C300400	T10 MIFARE® READER
C300401	T10 MIFARE READER
C300410	T11 MIFARE READER
C300411	T11 MIFARE READER
C300420	T12 MIFARE READER
C300421	T12 MIFARE READER
C300470	T15 MIFARE READER
C300471	T15 MIFARE READER
C300430	T11 MULTI TECH READER
C300431	T11 MULTI TECH READER
C300440	T12 MULTI TECH READER
C300441	T12 MULTI TECH READER
C305480	T15 MULTI TECH READER
C305481	T15 MULTI TECH READER
C305400	PIV - T10 READER
C305410	PIV - T11 READER
C305430	PIV - T11 MULTI TECH READER

## 5 year warranty

Gallagher has a 5 year warranty on selected current generation Gallagher manufactured products that have a serial number beginning with 14 or higher. The 5 year warranty is from date of manufacture.

The products covered by the 5 year warranty are listed below. This list will be updated as new products are introduced and older products are moved to the previous generation section of the price list or are obsoleted. Gallagher reserves the right to make changes without notice. Products will continue to carry the warranty that was applicable at the point of sale.

C300100	Controller 6000 Standard
C300101	Controller 6000 High Spec
C302910	Controller 6000 2 Door Kit Standard HBUS
C302911	Controller 6000 2 Door Kit Standard Wiegand
C302900	Controller 6000 2 Door Kit PoE+ HBUS
C302901	Controller 6000 2 Door Kit PoE+ Weigand
C302400	Starter Kit Controller 6000
C302401	Starter Kit Controller 6000 with PSTN Dialer
C300142	4 HBUS Module
C300182	8 HBUS Module
C300451	T20 MIFARE* Terminal White
C300460	T20 Multi Tech Terminal Black
C300461	T20 Multi Tech Terminal White
C200440	8A Power Supply
C200610	Tamper Board - Board Only
C200660	G-Bus Uri
C200665	G-Bus Uri [Wiegand]
C200663	Protocol Converter - Weigand
C200680	8 Input Expansion - Board Only
C200684	8/4 I/O Expansion - Board Only
C200688	16/16 I/O High Density I/O - Board Only
C200689	16/16 I/O High Density I/O - Board In Cabinet
C300660	HBUS 8 In 2 Out Door Module
C300680	HBUS 8 In Board
C300688	HBUS 16 In 16 Out Board
C300684	HBUS 8 In 4 Out Board
C300698	HBUS 8 Port Hub
C200620	Dialler
C200100	Cabinet
C200611	Gbus I/O Accessory Cabinet
C200103	Dual Cabinet Charcoal
C200104	Dual Cabinet Cool Grey
C200105	Dual Cabinet With 8A Power Supply Cool Grey

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C200109	Dual Cabinet With 8A Power Supply Charcoal
C200107	Dual Cabinet UI Cool Grey
C200108	Dual Cabinet UI Charcoal
C200001	Mounting Plate – Module
C200002	Mounting Plate - Controller
C200003	Mounting Plate – Controller 6000 I/O
C305101	PIV – Controller 6000 High Spec
C305181	8R Module - PIV
C305182	8H Module - PIV
C305660	HBUS 8 In 2 Out Door Module - PIV
C305688	HBUS 16 In 16 Out Board – PIV
C305450	T20 PIV Reader - Black
C305451	T20 PIV Reader - White
C305460	T20 PIV Reader - Multi Tech, Black
C305461	T20 PIV Reader - Multi Tech, White
C305500	T21 PIV Reader - Black*
C305501	T21 PIV Reader - White*
C305510	T21 PIV Reader - Multi Tech, Black*
C305511	T21 PIV Reader - Multi Tech, White*
G21920	F31 Fence Controller
G21940	F32 Fence Controller
G21930	F41 Fence Controller
G21950	F42 Fence Controller
G21902	F22 Fence Controller
G13110	Z10 Sensor Tension Charcoal

\* Contact card reader element warranted for 2 years, excluding wear and tear, T21 bezel

with contact card reader available for wear and tear replacement (C305280 - T21 Bezel, Black and C305281 - T21 Bezel, White).

\*MIFARE is a registered Trademark of NXP B. V.

## 2 year warranty

All other Gallagher manufactured hardware, is warranted for a period of 24 months from the date sold by the Certified Channel Partner, or 30 months from the date of manufacture, whichever occurs sooner.

## Repaired and serviced parts warranty

For all Repair and Returns performed on hardware product during the original warranty period, the warranty shall expire at either the end of the warranty period applicable to the original hardware product or 90 days after shipment of the repaired part whichever is later.

Serviced parts and modules are warranted for 90 days from the date they are shipped from Gallagher.

Gallagher warrants that the repairs, modules and serviced parts will be free from defects in materials and workmanship, and will operate in general accordance with their product specification.

Before returning any product, contact your local Gallagher office and obtain a RGA number.

## Software warranty

Gallagher warrants that the software will operate in accordance to Gallagher specification for the current release version. The warranty period for software products shall be 90 days from the date the software license file enabling the features was issued.

Gallagher does not warrant that the functions contained in the programs of its software products will meet the Channel Partner's or customer's requirements, or that the operation will be uninterrupted or error free. Gallagher's sole obligation in respect of the software products warranty is to use its reasonable endeavors to correct

or replace the program so that it performs in accordance with Gallagher's specifications. Gallagher does not warrant any third party software developed using Gallagher Application Programming Interfaces.

Refer to the Gallagher Software License Terms and Conditions.

## Warranty exclusions

Gallagher hardware and software product warranties exclude the following:

1. Product modified or altered without Gallagher's written authorization.
2. Product which has not been used in accordance with Gallagher's documentation, installation or operating instructions.
3. Product which has been subjected to conditions not in accordance with those specified in Gallagher technical product specifications, or to unusual electrical or physical stress, fire, lightening, Force Majeure, neglect, contamination by insect or vermin, misuse, abuse, improper storage, testing or connections, power or air conditioning failure, hazardous or unreasonable use, servicing by any third party not authorized by Gallagher to perform such work or servicing, or exposure to airborne contaminants including but not limited to geothermal, chemical, salt spray, local environmental influences etc.
4. General wear and tear on all readers, cards and transponders is specifically excluded from warranty claims. General wear and tear includes fading or discoloring due to extended exposure to natural elements (e.g. moisture, UV, salt, sand etc.).
5. Product no longer covered under the applicable warranty period.
6. Freight costs to return a product to Gallagher.
7. Installation, maintenance or service costs relating to a warranty claim.
8. Any incidental or consequential costs associated with the failure of a Gallagher product under warranty.
9. Product returned to Gallagher in an un-testable state unrelated to the warranty claim (e.g. Reader wiring cut off at the reader base, Controllers missing connectors unrelated to a fault etc.).

Where product is submitted under warranty claim and its condition or circumstances exclude it from warranty as per the above Warranty Exclusions List, Gallagher will charge based on the Gallagher Repair and Return Fixed Price list.

Refer to Limitation of Liability in your Gallagher Non Exclusive Partner Agreement and the Gallagher Software License Terms and Conditions.

## Warranty and service/replacement of products supplied by a third party

Third party products sold by Gallagher are covered by warranty terms based on the respective manufacturer terms. Please ask Gallagher for the specific terms for the products that you are interested in. The warranty coverage period for the following third party products (unless otherwise mandated by local warranty laws) are:

- Cards and Transponders: 1 Year from delivery of order
- Morpho Access Range: 1 Year from delivery of order
- Nedap AVI Range: 2 Years from delivery of order
- Salto: 2 Years from delivery of order
- Aperio: 1 Year from delivery of order
- Moduteq - Sensors: 1 Year from delivery of order
- C303920 Type 1A Battery 300Ah 2v: 2 Years manufacturer's warranty
- C303921 Type 1A Battery 100Ah 12v: 2 Years manufacturer's warranty

For third party products not specifically listed here the warranty period is 12 months from delivery of order.

All third party products returned under warranty should be returned to your regional Gallagher office/distributor.

The service and repair of third party products shall be via the third party's processes and service levels. Regular Gallagher replacement, service, repair and return for Gallagher manufactured products shall not apply.

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