

WARRANTY TERMS AND CONDITIONS

CAME Özak (manufacturer) shall guarantee the purchased product against manufacturing defects for a period of two years (24 months) from the date of purchase on the following conditions. These warranty terms and conditions are applied when they are compatible with consumers and traders in terms of law, the rights and the liabilities that are stated within the context of the warranty terms and conditions cannot be interpreted as wider rights and authorities for consumers and traders.

1. Warranty coverage is in form of supplying free of charge replacement parts only.
2. Availability of the spare parts for a fee by the manufacturing company is guaranteed for ten (10) years following the manufacturing date of the product.
3. Any failures resulting from incorrect installation, misuse, physical damage, tampering, unauthorized modification or repair attempt shall void the warranty.
4. If the product fails within the warranty period, duration of repair is added to the warranty period.
5. Manufacturing company supplies required replacement parts to repair defects and failures during the warranty period in accordance with the terms stated herein. Expiration time for the warranty of the parts replaced within the warranty period is the same as that of the product. The parts are supplied to the authorized dealer/service center only.
6. It is the customer's responsibility to ensure that any technical service or maintenance work is carried out in accordance with the terms stated herein by properly trained qualified technical personnel using proper tools and original replacement parts.
7. The customer must retain the warranty certificates, serial numbers and present them to the authorized service personnel when required. Serial number of the product is required when replacement parts are ordered from the manufacturer to determine warranty status and correct replacement parts/program versions for the product.
8. All replacement parts sold by the manufacturer are warranted for a period of one year following the date of purchase, excluding failures resulting from physical damage, incorrect installation, misuse, tampering and similar reasons beyond manufacturer's control.
9. The specified warranty periods are based on the condition that the product is properly installed, operated and maintained in accordance with the installation, operation and maintenance instructions of the manufacturer as outlined in the relevant technical documentation of the product. Such documentation is provided with the product or it can be obtained from the manufacturer upon request.

CASES AND ITEMS LISTED BELOW ARE EXCLUDED FROM THE COVERAGE OF THE WARRANTY

1. No warranty shall apply to damages and failures that occur as a result of circumstances beyond manufacturers control including shipping damage, damage or failures caused by improper installation, wiring, insulation, power application or power surges, electromagnetic fields , product(s) that have been modified or altered in any way, damage caused by corrosives, abrasion, or severe temperatures, or product(s) that have been subjected to improper maintenance, storage, abuse, misuse, abnormal usage, insect, pest and/or rodent damage, or accident.
2. Any tampering or damage on warranty certificate or serial numbers and labels that prevent the identification of the product.
3. Any modifications, addition of accessories and parts, or replacement of parts without approval of manufacturer.
4. Consumables and regular replacement items such as lubricants, fluids, filters, paint, stickers, reflective tape, batteries etc., and cases of cosmetic damage, signs, stickers, scratches, paint damage and wear, fading, normal wear and tear, stains and deformation by external causes.
5. **Any damage and failure resulting from any of the conditions listed below;**
 - a. Operator error, misuse, abuse, deliberate act or negligence, lack of maintenance, inappropriate storage conditions,
 - b. Accidental damage that occur during transportation, installation or at the location where product is installed,
 - c. Any damage, scratches or breakage of glass, acrylic, polycarbonate etc. parts,
 - d. Damage by exposure to corrosives such as salt, salt water, harsh chemicals and abrasives,
 - e. Failures and damages caused by improper installation, wiring, insulation, short circuit, power surge, incorrect power source/ voltage/ phase applications, improper grounding, induction current effects, electromagnetic interference,
 - f. Maintenance, repair, additions or replacement of parts and accessories or moving the product from original place by unauthorized personnel or company, and lack of periodic maintenance of the product as recommended by the manufacturer,
 - g. Shipping, handling and installation related damages and failures,
 - h. Failures as a result of exposure to extreme environmental conditions contrary to the stated technical specifications of the product such as extreme temperatures, humidity, surface irregularities, winds, flooding, sand storms, ice and snow cover, mud and similar factors that can hamper normal operation of the product,
 - i. Damage and failures resulting from using the product outside its intended purpose or limits,
 - j. Failures and damages caused by exposure of the product and its components to contaminants such as water, corrosives, sand, mud etc.,
 - k. Damage/ failures caused by pests such as rodent damage to wiring and electrical components,
 - l. Damages and failures caused by lightning, flood, fire, storm, hurricanes, earthquake and similar natural disasters,
 - m. Damages that occur as a result of circumstances beyond reasonable control of the manufacturer or the user (armed conflicts, civil unrest, blockade, revolution, insurrection, mobilization, looting etc.),
 - n. **Failures or damages resulting from incompatible, defective, or incorrectly connected external devices (Card readers, terminals, indicators, communications devices etc.) or feeding of such devices from the control board or power supply inside the product,**
 - o. Failures caused by leakage of water into the internal parts of the product due to physical damage, application of pressurized water, unauthorized modification, improper installation, and exposure to unsuitable environmental conditions contrary to the stated technical specifications of the product (IP grade).