STANDARD PRODUCT WARRANTY TERMS

1. SCOPE AND PRECEDENCE

1.1. These Warranty Terms ("Terms") apply to all Goods supplied by Safegard Systems Limited and form part of the Contract referenced in the Safegard Order Acknowledgment.

1.2. If there is any conflict between these Terms and Safegard's Standard Terms and Conditions of Supply of Goods and/or Services, the provisions of these Terms shall prevail solely in respect of warranty scope, duration and remedies. For all other matters (including price, payment, title, risk, termination and liability), Safegard's Standard Terms and Conditions of Supply of Goods and/or Services shall prevail.

1.3. Capitalised terms used in these Terms have the meanings given in the Safegard's Standard Terms and Conditions of Supply of Goods and/or Services.

2. WARRANTY PERIOD

2.1. Unless an extended period has been expressly purchased or stated in the Safegard Order Acknowledgement, the standard warranty period is twenty-four (24) months commencing on the earlier of:

(a) the date of dispatch; or

(b) the date the Goods are ready for dispatch where shipment is delayed at the Customer's request.

2.2. Time for delivery is not of the essence. The warranty period does not restart, extend or renew on account of any repair or replacement of components, except that any replaced component shall benefit from the unexpired portion of the original warranty period.

2.3. Repaired or replacement components are warranted only for the balance of the original warranty period applicable to the Goods and no new or extended warranty period shall apply.

3. WARRANTY COVERAGE

3.1. Safegard warrants that the Goods will:

(a) conform in all material respects with their description and any specification issued by Safegard to the Customer; and

(b) be free from material defects in materials and workmanship during the applicable warranty period.

3.2. Subject to the Customer's compliance with these Terms and the Contract, Safegard's sole obligation and the Customer's exclusive remedy for any breach of this warranty is, at Safegard's option, the repair or replacement of defective components. Where necessary to complete the remedy, Safegard will arrange attendance during normal working hours.

3.3. The warranty attaches to the Goods rather than the original purchaser and may be relied upon by any subsequent owner, occupier, operator or maintainer of the Goods, provided that all applicable warranty preconditions, exclusions and claims procedure requirements continue to be satisfied.

4. PRECONDITIONS TO WARRANTY

The warranty applies only where the Customer has complied with all of the following requirements:

4.1. The Goods have been installed and, where applicable, commissioned in accordance with the manufacturer's instructions.

4.2. The Goods have been operated, serviced and maintained strictly in accordance with the applicable operating and maintenance instructions, and the Customer shall provide documented evidence of such servicing and maintenance and, where relevant, installation and commissioning details (including photographs and test records) upon request.

4.3. The Goods have been operated at all times within the specified technical limits, including (where applicable) electrical, communications and environmental parameters.

4.4. The Customer has complied with all applicable statutory, regulatory and fire-safety requirements.

4.5. Where Goods have not yet been commissioned, the Customer has ensured that such Goods are stored in suitable dry conditions that prevent water ingress, condensation or other environmental damage.

4.6. Where Goods are connected to a remote monitoring platform, the Customer remains responsible for monitoring the operation of the Goods and shall promptly notify Safegard of material faults, alarms or abnormal operating conditions. The existence of remote monitoring, analytics or optimisation functionality does not constitute continuous supervision of the Goods by Safegard and shall not transfer responsibility for operation of the Goods or any wider system to Safegard.

5. EXCLUSIONS FROM WARRANTY

The warranty does not apply to, and Safegard shall have no liability in respect of, any of the following:

5.1. Any damage, defect or failure arising from incorrect installation, misapplication, misuse, mishandling, neglect, contamination, corrosion, paint damage, frost damage, inadequate water quality, overheating, overloading, or operation outside the stated technical limits.

5.2. Damage caused by transport, storage or handling conditions outside Safegard's control.

5.3. Damage caused by external events, including lightning, voltage fluctuations, power outages or similar electrical disturbances.

5.4. Any modifications, adjustments or repairs carried out without Safegard's prior written approval.

5.5. Any costs incurred without Safegard's prior written approval, including third-party inspections, call-outs or related expenses.

5.6. Cosmetic defects, including scratches, dents, discolouration or other surface imperfections that do not materially affect the performance, functionality or safe operation of the Goods.

5.7. Any damage, defect or failure arising from the configuration, installation, programming, operation, integration, interaction or performance of any equipment, system or component not supplied by Safegard, including fire alarm systems, BMS systems, dampers, actuators, motors, power supplies, communication networks and field wiring.

6. CLAIMS PROCEDURE

6.1. The Customer shall notify Safegard of any warranty claim promptly and in any event within 10 Business Days of the fault first arising. The notification must include the relevant product identification (model and serial number), a description of the defect, and any supporting evidence such as operational logs or photographs.

6.2. A valid Purchase Order ("PO") is required before Safegard arranges any site attendance or issues any replacement components. This requirement may be waived only by a Safegard Director in writing.

6.3. Where Safegard requests the return of any failed component, the Customer shall return the item within 30 days in accordance with Safegard's return instructions. High-value components and electronic or control items will generally be required for return.

6.4. Where Safegard requests the return of a failed component, no warranty determination can be confirmed until the component is received and inspected. Failure to return the component within 30 days may result in the claim being declined.

6.5. If, following inspection, Safegard determines that the claim is invalid, Safegard shall notify the Customer. Any further work may proceed only on a chargeable basis and only where the Customer instructs Safegard to continue.

6.6. Safegard's engineering assessment following site attendance or inspection shall form the provisional basis of the warranty determination unless the Customer provides objective evidence or returns the component under Clause 6.3 demonstrating a contrary position.

6.7. Where, following inspection, Safegard determines that the issue is not a warranty defect under Clauses 4 or 5, associated labour and travel costs shall remain chargeable in accordance with Clause 6.2.

7. WARRANTY REMEDIES AND LIMITATIONS

7.1. The Customer's sole and exclusive remedy under these Terms is the repair or replacement of defective components in accordance with Clause 3.2.

7.2. Nothing in these Terms alters, limits or extends the limitation-of-liability provisions set out in Safegard's Standard Terms and Conditions of Supply, which continue to apply in full.

8. GOODWILL

8.1. Any goodwill provided by Safegard—whether free labour, parts or other assistance outside formal warranty coverage—is entirely discretionary.

8.2. Goodwill requests may be subject to internal approval thresholds and escalation requirements. The Customer has no right or entitlement to goodwill.

8.3. The provision of goodwill shall not constitute an admission of liability, warranty entitlement, negligence, defect or contractual responsibility and shall not create any precedent or future entitlement.

9. EXTENDED WARRANTY OPTIONS (UP TO 5 YEARS)

9.1. Safegard may, by quotation, offer an extended warranty for up to a total of five (5) years' coverage, whether on a parts-only or parts-and-labour basis.

9.2. Any extended warranty must be purchased at the time of order and must be expressly stated on the Safegard Order Acknowledgement to be valid.

9.3. Extended warranty coverage is conditional on the same preconditions set out in Clause 4 and excludes all items listed in Clause 5.

10. PRODUCT CHANGES

10.1. Safegard may introduce design changes, technical updates or component modifications at any time without prior notice and is under no obligation to retrofit such changes to Goods already delivered.

11. GOVERNING TERMS

11.1. All other terms of supply— including those relating to delivery, price, payment, title and risk, termination and limitation of liability, remain governed exclusively by Safegard's Standard Terms and Conditions of Supply of Goods and/or Services. These Terms do not amend or disapply those provisions.

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