

ATA PRODUCT WARRANTIES – EFFECTIVE 1ST MARCH 2022

This warranty is given by Automatic Technology (Australia) Pty Ltd (ABN 11 007 125 368), 6-8 Fiveways Boulevard, Keysborough, VIC 3173, Ph: 1300 133 944.


1. WHEN DOES THIS WARRANTY APPLY?

This warranty is only available in Australia and:

- (a) applies only when:
 - (i) the products are purchased and installed by ATA or a ATA Dealership,
 - (ii) the purchase and warranty is registered online at ata-aust.com.au within 6 months of installation;
 - (iii) the preventative servicing is maintained - as described in section 4 (a).
- (b) to the maximum extent permitted by law and provided the conditions in paragraph (a) are met, supersedes all other warranties, including any previous warranties you may have been issued.

2. WHAT DO WE WARRANT?

ATA will replace an opener covered by this warranty which fails to operate in accordance with its installation and operation manual for a period of:

 It is a condition of the below warranties that the manual operating (opening and closing) force of the gate by hand does not exceed 20kg.		
MODEL	WARRANTY	GATE (MAX)
SLIDING		
NeoSlider 500 NES-500	2 yrs / 5,000 cycles	500kg
NeoSlider 800 NES-800	2 yrs / 5,000 cycles	800kg
SWING		
Elite SGO-1V4	2 yrs / 5,000 cycles	250kg
DUAL GATE CONTROLLER		
DCB-05 Controller	2 yrs / 5,000 cycles	
EXTRAS		
TRACK ASSEMBLY (includes all parts)	1 year	
TRANSMITTERS & ACCESSORIES	1 year	

PLEASE NOTE: This warranty:

- (a) is in addition to any statutory, non-excludable guarantees or warranty rights and remedies under the law. See section 6 below.
- (b) applies to the original purchaser only and may not be transferred.
- (c) is subject to:
 - (i) the warranty conditions and exclusions as set out in sections 4 and 5.
 - (ii) you, complying with the manufacturers instructions concerning installation, operation, maintenance and testing, as set out in the installation and operations instruction manual;

In this warranty, 'ATA Dealership' means an approved dealership of ATA products, who purchased the products from ATA, for resale to end users. Where as ATA Representative means an entity authorised by ATA to service ATA gates and / or openers. Please check the ATA Website for details at ata-aust.com.au.

NOTE: CONSUMABLES (eg Batteries in remote control transmitters and light bulbs and fuses) are not covered by this warranty.

3. MAKING A CLAIM

The following steps must be followed to make a claim under this warranty. To be entitled to claim under this warranty, the defect in the product must appear within the time frames stated in the table above.

- (a) The product parts in the above table should operate in accordance with the product manual for the time period shown or for the number of cycles, whichever occurs first; provided you comply with the manufacturer's instructions concerning installation, operation, maintenance and testing. Failure to do so may void all or part of this warranty.
- (b) Contact the ATA Dealership from whom you purchased the product to make your claim (if you purchased it directly from ATA, call ATA technical support on 1300 769 850 or in writing to ATA warranties, 6-8 Fiveways Boulevard, Keysborough, VIC 3173
- (c) if you are unsure from whom you made your purchase, send your claim to ATA and we will forward it to the ATA Dealership.
- (d) You are responsible for the cost of making a claim under this warranty. Any additional access expenses incurred by ATA or a ATA Dealership where the Product is not readily accessible must be borne by you.

- (e) You will need to provide proof of purchase, the opener model name, the date of installation, the name of the ATA Dealership you purchased the product from (if not from ATA direct), evidence of ongoing preventative servicing; and
- (f) Following a claim made in accordance with this warranty, if ATA or ATA's Dealership confirms the product failure is covered by this warranty, ATA or ATA Representative will replace and install the opener at no cost to you.

4. WARRANTY CONDITIONS

It is a condition of this warranty that:

- (a) the gate and opener have been serviced by ATA or a ATA Representative within 12 months of installation (to allow for new gates to settle) or 3,000 cycles, whichever occurs first and at least once every 2 years thereafter.
- (b) this warranty will only apply to the original purchaser only and may not be transferred.
- (c) when the product is sold by any person other than ATA, except for the warranty set out above, such person has no authority from ATA to give any warranty or guarantee on ATA's behalf in addition to the warranty set out above and
- (d) it will not be extended for products or parts replaced under this warranty.

5. WARRANTY EXCLUSIONS

This warranty excludes defects or improper operation resulting from:

- (a) higher than normal frequency of use, which may lead to excessive wear and tear;
- (b) accidental, deliberate or negligent damage or damage cause by insects, dirt, plants or other objects;
- (c) blown fuses, electrical surges, power surges or power spikes or faulty or unsuitable electrical wiring of structures to which the product is affixed;
- (d) maximum continuous operating time exceeding 1 minute in 10 minutes;
- (e) the manual operating (open and close) force of the gate by hand exceeding 20kg;
- (f) gate weight exceeding the recommended weight listed in table above;
- (g) the gate used with the opener not being in safe working order and condition;
- (h) radio or electrical interference or lack of availability of signal;
- (i) events or acts beyond the reasonable control of ATA including theft, fire, flood, rain, water, lightning, storms or any other acts of God;
- (j) water damage, salt or other corrosion due to environmental conditions;
- (k) the product not being installed, configured or used in accordance with the instruction manual or other unreasonable use, or failure to observe any instructions or directions provided with the product;
- (l) manual locks not being removed from the gate prior to installation of an opener. Any damage as a result of the manual lock will void this warranty for the opener;
- (m) the product being fitted with any closing device which is not of the type or condition defined in the Instruction Manual as suitable for installation of the product;
- (n) faulty installation of the product by a third party;
- (o) lack of proper maintenance, service or care of the product or servicing by a person not appropriately qualified to do so;
- (p) unauthorised modifications or modification to bring a product into line with existing/ future product performance and models;
- (q) installation of a residential gate opener in a commercial or industrial premises or in a dwelling other than a single-family dwelling.

6. STATUTORY GUARANTEES OR WARRANTIES IN AUSTRALIA

If you are a consumer under the Australian Consumer Law, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty and other statements contained in ATA documentation about these products do not exclude, restrict or modify the application of all or any of the provisions of the Australian Consumer Law. This warranty is in addition to your other rights and remedies under the Australian Consumer Law.

Subject to your non-excludable rights under the Australian Consumer Law, ATA expressly excludes any liability for consequential loss, incidental or indirect damages (including but not limited to damages for loss of business profits, business interruption and loss of business information) due to a defective product. In particular, any loss or damage caused to other equipment or accessories used with the product or any loss resulting from a delay in replacement is excluded to the extent permitted by law.

IMPORTANT
KEEP IN A SAFE PLACE

Record your Serial No. here
for future reference



WARNING! THIS PRODUCT CONTAINS A BUTTON OR COIN CELL BATTERY WITHIN THE REMOTE CONTROL.

The battery is hazardous and must be kept out of reach of children. The battery can cause severe or fatal injuries within 2 hours or less if swallowed or placed inside any part of the body. If you suspect the battery has been swallowed or placed inside any part of the body, **SEEK IMMEDIATE** medical attention.

Owners Gate Opener Handbook

- Product Warranty
- Service Book

For general enquiries and information visit ata-aust.com.au or call us on 1300 133 944

automatic
TECHNOLOGY

WARRANTY CERTIFICATE

YOUR NAME:	PURCHASED FROM:
ADDRESS:	INVOICE NO:
PHONE:	INSTALLED BY:
EMAIL:	INSTALLATION DATE:
	ATA OPENER MODEL: (located on opener casing)

Please retain this completed warranty form along with your invoice as proof of purchase to validate your claim.

ATA SERVICE BOOK

Preventative servicing of your gate and opener, is just as important as servicing your car. Much like the engine of your car, your gate is made up of numerous moving parts designed to open and close your gate safely and efficiently.

Ongoing preventative servicing ensures that your gate continues to function within factory specifications, greatly reduces the risk of failure and repair bills down the track and ensures you maintain your Warranty.

TECHNICIAN CHECKLIST

1. Adjustment of gate mounting racks / arms along with bolts and screws.
2. Ensure Antenna signal is not disrupted.
3. Adjustment of opener travel limits and force margin to ensure the gate opens and closes to specification.
4. Assessment and adjustment of safety components and accessories including safety beams (if installed).
5. Assessment of the gate alignment and the diagnosis of irregular operation remedies.
6. Record Cycle count at each service to establish next date of service (as per table)

	SERVICE 1 (12 months after installation or 3,000 cycles)		SERVICE 2 (3 years after installation)		SERVICE 3 (5 years after installation)	
DATE:						
BUSINESS NAME:						
TECHNICIAN NAME:						
PG3 COUNTERS	OPEN	CLOSE	OPEN	CLOSE	OPEN	CLOSE
STALLS						
OBSTRUCTIONS						
SENSOR FAULTS						
OVERLOADS / CUT-OUTS						
WARRANTY CYCLES						
FIRMWARE UPDATE AVAILABLE? IF 'YES' PLEASE UPDATE FIRMWARE	YES	NO	YES	NO	YES	NO
CURRENT FORCE MARGIN						
TECHNICAL SIGNATURE:						

	SERVICE 4 (7 years after installation)		SERVICE 5 (9 years after installation)	
DATE:				
BUSINESS NAME:				
TECHNICIAN NAME:				
PG3 COUNTERS	OPEN	CLOSE	OPEN	CLOSE
STALLS				
OBSTRUCTIONS				
SENSOR FAULTS				
OVERLOADS / CUT-OUTS				
WARRANTY CYCLES				
FIRMWARE UPDATE AVAILABLE? IF 'YES' PLEASE UPDATE FIRMWARE	YES	NO	YES	NO
CURRENT FORCE MARGIN				
TECHNICAL SIGNATURE:				