

Z10 Safety Limited

Policy Conditions for 5 Year Warranty.

Version 2026/2027

We believe that a product warranty is your assurance of quality and reliability from a company.

This is why all of our products are covered as standard by our one year guarantee and only if you register key application details then the company will provide a five year product warranty.

Why do I need to register?

1. To extend your product warranty up to 5 years.
2. Sign up to updates, product news and deals.
3. Long term customer support.

1 Year Standard Warranty

All Z10 Safety Limited ("the Seller") products ("the Products") are subject to a minimum 1 year warranty ("Standard Warranty") which commences from the invoice date confirming the purchase from Z10 Safety Limited (or via an authorised re-seller). Within the Standard Warranty period, Z10 Safety Limited will replace, repair, rectify or take back any Product which does not comply with the warranty set out in clause 6 of our standard terms and conditions, (available at www.z10safety.com or from our office by calling 020 8004 8551).

1: Conditions

1.1 Unless otherwise specified and confirmed in writing by the Seller (in its discretion) and subject to the buyer producing proof of purchase of the Goods, Z10 Safety Limited warrants (on the detailed terms of its product guarantee available through the Seller's website or customer services department and subject to the exclusions therein) that the Goods will be free from manufacturing faults for a period of 1 year from

the invoice date that the product is first purchased from Z10 Safety Limited or an authorized re-seller, provided the Goods are properly used for their intended purpose in accordance with Z10 Safety's applicable written installation and operating instructions.

1.2 Where Z10 Safety Limited performs its obligations under this agreement, the Buyer shall not be entitled to treat delivery of Goods in accordance with these Conditions as ground for repudiating the Contract, failing to pay for Goods or cancelling further deliveries.

2: Exclusions

1. 2.1. Z10 Safety Limited shall not be liable for the repair or replacement of any Product in the event that it has failed due to any of the following:
 2. Non-compliance with installation and safety regulations given in the installation instructions.
 3. Faults caused by the installer through installation errors including, but not limited to, connection to an incorrect or unstable power supply.
 4. If the Product has not been installed by a qualified electrician or authorized Z10 Safety Limited installer if applicable by law or regulation.
 5. Inappropriate use or intentional damage by the owner or third parties.
 6. Repairs carried out by parties other than a Z10 Safety Limited authorised representative if applicable.
 7. External influences (e.g. weather, transit damage)
 8. Use of non-approved parts or third party supplied spare parts.
 9. Accidental damage.
 10. Exceeding the Product's usage limitations.

2.2. Z10 Safety Limited shall not be liable for any labour costs, or be liable for any loss of profit, any indirect or consequential loss, any costs, damages, charges, fees or expenses (except for liability that Z10 Safety Limited is not allowed to exclude by law).

2.3. Carriage costs of returned items are not covered by the Warranty.

5 Year Extended Warranty

In addition to our standard manufacturer's 1 year warranty, customers of Z10 Safety Products who are "consumers" (as defined in The Sale and Supply of Goods to

Consumer Regulations 2002) are eligible for our 5 year Warranty.

The Extended Warranty is subject to the terms and conditions set out below; however, your statutory rights as a consumer (if applicable) are not affected in any way.

1: Conditions

- Must be applied for via the company's website or by recorded letter to the office address. It is only valid when the company responds via email/letter to confirm registration is satisfactory and completed. It must be registered with Z10 Safety Limited within 6 months of the initial purchase date from Z10 Safety Limited or an authorised re-seller as per clause 1.1. If you send a recorded letter the information we require is the Invoice number, PO number, Product list, Quantity and Project Name/Address.
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1.2 Applies only to new products from the invoice date of purchase from Z10 Safety Limited. The Extended Warranty is not available to products that were procured second hand, at an auction, re-used, or by any other means.

1.3 Is valid only if the date of purchase is verified by a valid invoice and the complete product is returned together with the customer's warranty registration number upon making a claim.

1.4 This warranty is non transferrable and is only applicable to the registered warranty holder.

2: Duration

2.1 The 5 year Warranty takes effect immediately from the invoice date after Z10 Safety Limited confirms acceptance.

3: Services

3.1 If upon inspection a faulty item is considered beyond repair, Z10 Safety Limited reserves the right at its sole discretion to provide the customer with a new product or one of equivalent specification.

3.2 Any product repaired or replaced under the warranty will be covered for the duration of the original warranty and no new extended warranty will be provided or implied. Please be aware this does not include any associated labour costs.

4: Exclusions

4.1 Z10 Safety Limited shall not be liable for the repair or replacement of any product in the event that it has failed due to any of the following:

1. Non-compliance with installation and safety regulations given in the installation instructions.
2. Faults caused by the installer through installation errors including, but not limited to, connection to an incorrect or unstable power supply.
3. If the product has not been installed by a qualified electrician if applicable by law or regulation or as instructed by Z10 Safety Limited.
4. Inappropriate use or intentional damage by the owner or third parties.
5. Unauthorized repairs or repairs carried out by parties other than a Z10 Safety Limited authorised representative if applicable.
6. External influences (e.g., weather or transit damage)
7. Use of non-approved parts or third party supplied spare parts.
8. Accidental damage.
9. Exceeding the Product's usage limitations.

Z10 Safety Limited

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www.z10safety.com

Company Registration Number: 11327957