



OPTIMA PRODUCTS LTD PRODUCT WARRANTY

Optima Products Ltd warrants its products for a period of 10 years from date of supply for the durability of materials, surface properties and functionality.

This excludes installation, moving parts, ironmongery, lighting, fans and fire rated glass which are covered elsewhere.

Glazed and Solid Partition / AMR Wall Components

Glazed / Solid partition elements have a potential useful life in excess of 25 years provided they are not subjected to undue impact, abrasion, distortion or load, and are regularly cleaned in accordance with Optima's approved methodology.

Glazed or Solid Door sets and Tech Panels

Glazed or Solid Door sets and Tech Panel elements have a potential useful life span in excess of 15 years provided they are not subjected to undue impact, abrasion, distortion or load, and are regularly cleaned and serviced in accordance with Optima's approved methodology.

The warranty excludes the following items which are subject to a 12 month warranty:-

- Ironmongery and any moving components such as:
 - Spindle bearings
 - Ball races
 - Load bearing thrust pivots
- Top and bottom pivots
- Floor springs
- Drop down seals
- Security devices
- Door closers
- Door gaskets
- Sliding door gear
- Blinds
- Manifestation

Non-moving components, screw fixings, major cast and machined components of ironmongery would have an individual potential life of at least 4 years, (5 years in total) provided they are not subjected to undue wear and tear, abrasion, distortion or load, and all parts and the ironmongery suite is regularly cleaned and serviced in accordance with Optima's approved methodology.

Fire Rated Glass fitted in Partition Walls and Glazed Door sets

Fire rated glass products have a potential useful life span in excess of 10 years provided the glass is not subjected to undue impact, abrasion, distortion or load, and are regularly cleaned in accordance with Optima's approved methodology.

All fire glass products are covered by the manufacturer's warranty which is a 3 year warranty limited to visible defects in the glass i.e. crazing and delamination (where applicable).



Start of warranty

The warranty period starts from date of supply to the purchaser, either directly from Optima or from an authorised Optima dealer and is non transferrable.

Warranty Restrictions and Exclusions

The warranty does not apply to product failure resulting from:

- Damage caused by gross negligence or wilful intent
- Improper use or disregard of the Optima operating & maintenance instructions
- Broken glass, products considered consumables (e.g. light bulbs)
- Damage caused by third parties
- Damage caused by unusual environmental influences
- Damage caused by force majeure
- Damage caused by improper maintenance or repair or failure to adhere recommended maintenance periods as prescribed in the Operation & Maintenance instructions.
- Damage caused by alterations to the product requested by the customer
- Damage caused by normal wear and tear (e.g. changes in surface finishes due to aging or exposure to UV light)
- Breakage /damage as a result of Nickel Sulphide inclusions in the glass
- Damage caused, in Optima's absolute opinion, caused by modification to the original installation by installers unapproved by Optima.

The following guide is provided for ease:-

Item	Warranty	Expected Life
Partition Extrusions	10 Years	25 Years
Glazed Doors	10 Years	25 Years
Solid Doors	10 Years	25 Years
Aluminium Door Frames	10 Years	25 Years
Fire Rated Doors	10 Years	25 Years
Fire Rated Door Frames	10 Years	25 Years
Fire Rated Screens	10 Years	25 Years
Tech Panels	10 Years	25 Years
Partition Glass	10 Years	25 Years
AMR Solid Panels	10 Years	25 Years
AMR Ceiling Panels	10 Years	25 Years
AMR Fans	5 Years	10 Years
Fire Rated Glass	3 Years	10 Years
AMR Lighting	2 Years	5 Years
Ironmongery	1 Year	5 Years
Pivots	1 Year	5 Years
Floor Springs	1 Year	5 Years
Drop Seals	1 Year	5 Years
Door Closers	1 Year	5 Years
Gaskets	1 Year	5 Years
Sliding Door Gear	1 Year	5 Years
Blinds	1 Year	5 Years
Manifestation	1 Year	5 Years