

Warranty
[Version 1.0 / January 2023]

AP Americas' products and services come with a standard limited warranty against defect in materials, workmanship and to retain the specified performance under normal use and condition of service. Software is warranted to operate in accordance with its programmed instructions but is not warranted to be error free. The warranty period is stated in the table below from the date of acceptance.

Warranty Periods	
RF Shielding Materials	5 years
RF Shielded Doors and Gates	2 years
Installation	1 year
RF Absorber	5 years
Power filters	2 years
Electrical Components	1 year
Raised Floor System	2 years
Positioning Equipment and CCTV	1 year

AP Americas' warranty will be void if the customer makes any modifications of the product without written authorization by AP Americas. Our obligation under this warranty is to repair or replace a product which AP Americas determines to be defective. Products subject to a warranty claim must be shipped to AP Americas at the customer's expense, and the repaired or replaced product will be returned to the customer at AP Americas' expense. Products that have been repaired or replaced may contain remanufactured materials which are equivalent to new in performance and functionality. The warranty period on repaired or replaced products is equal to the remaining warranty period of the original product. If it is determined that the malfunctioning or defect of the product has been caused by misuse, neglect, accident or abnormal use or conditions of service, the product will be repaired, and the customer will be charged for the costs of repair at AP Americas' standard rates.

The warranty periods above are only valid if the following criteria are met:

- Suitable environmental conditions are maintained
 - Temperature Range: +59 F to 86F (+15C to 30C)
 - Relative Humidity: 30% to 70%
 - Humidity Range (temp, max 5% of time): Up to 80%
 - Pressure: 86 kPa – 106 kPa
- Preventative maintenance is performed on all RF shielded doors and gates on a regular basis and in accordance with the AP Americas door maintenance manual

This warranty does not include:

- Normal wear and tear of materials; including fingerstock, turntable brushes, etc.
- Consumables
- Products that have been improperly installed, maintained, or used
- Products which have been operated outside the specifications, tampered with or modified without written authorization
- Calibration of products
- Parent building changes due to construction settling

The aforesaid warranty is exclusive and in lieu of all other warranties, express or implied, including but not limited to, the warranty of merchantability or fitness for a particular purpose or use, and the customer's remedies under this warranty are exclusively those set forth herein.

Note: AP Americas reserves the right to update or modify this warranty and its terms and conditions at any time.