

SENTINEL

SENTINEL 10 YEAR GUARANTEE BY CLARION DYNAMICS

Manufacturer's Guarantee Terms and Conditions v2.0/04.01.2020

Products manufactured and supplied by Clarion Dynamics are guaranteed against material or manufacturing faults for the duration of the 10 year guarantee period (Manufacturer's Guarantee), subject to the following terms and conditions:

1. The Sentinel product must be purchased and installed within one of the following territories: the United Kingdom of Great Britain and Northern Ireland, the Republic of Ireland, the Isle of Man, or the Channel Islands.
2. The Sentinel product must be correctly installed and commissioned in strict accordance with the Installation Instructions included with each product.
3. The Sentinel product must be registered via the internet at www.sentinelpool.io/register by the installer within 30 days of installation in order to initiate the 10 year guarantee period.
4. The 10 year guarantee period will commence from date of Sentinel installation. If the date of installation is more than six months from the product date of dispatch by Clarion Dynamics the 10 year guarantee period will commence six months from the date of manufacture instead.
5. The Sentinel product must ONLY be used in its correct intended environment (LTE/PWR/PWR+ are for domestic applications and HVY is for commercial applications). Failure to do so will automatically invalidate the 10 year guarantee.
6. The Sentinel product MUST be maintained in accordance with the manufacturer's User Instructions and serviced annually by Clarion Dynamics, Sentinel Systems, or other Sentinel registered qualified engineer. The Customer must retain and evidence the Annual Servicing Log in order to validate the 10 year guarantee.
7. Once installed, the Sentinel product must NOT be moved unless written authorisation has been provided by Clarion Dynamics to do so. Any relocation of a Sentinel system must be carried out by Clarion Dynamics, Sentinel Systems, or other Sentinel registered qualified engineer.
8. During the 10 year guarantee period any product or component which is proved to be faulty or defective in manufacture will be repaired or replaced free of material and labour charges. Clarion Dynamics MUST have authorised the repair or replacement and this MUST be carried out by Clarion Dynamics, Sentinel Systems, or other Sentinel registered qualified engineer. Failure to do so will automatically invalidate the 10 year guarantee.
9. Clarion Dynamics will NOT accept nor reimburse the costs of any third party who undertake works carried out on the product or component. Works carried out by any third party will automatically invalidate the 10 year guarantee.
10. The 10 year guarantee period will NOT be extended further following repair or replacement of any product or component.
11. If any product or component is replaced, this removed product or component will automatically become the property of Clarion Dynamics.
12. Any claim made under the terms and conditions of the 10 year guarantee MUST be made within that period. Clarion Dynamics will NOT accept any claim made after the 10 year guarantee period has expired.
13. When the Clarion Dynamics, Sentinel Systems, or other Sentinel registered qualified engineer attends site the Customer MUST comply with the terms and conditions outlined in the appointment email sent by Clarion Dynamics.

14. In addition to the points above, the manufacturer's 10 year guarantee will not apply and will be deemed void in the following circumstances:
- a. Unauthorised use of chemical products which are NOT branded Sentinel or Clarion Laboratories;
 - b. Faulty connection lines to the Sentinel product such as plug, fuses, cables etc;
 - c. Damage caused to the Sentinel product by faulty installation, theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightning, storms, frost, or other bad weather conditions;
 - d. Damage caused to the Sentinel product by not adhering to the manufacturer's User Instructions;
 - e. Any Sentinel product where tamper evident security seals are broken or removed;
 - f. Unauthorised adjustments made to the Sentinel product by a third party;
 - g. Upgrading/improvement work required because of legislation (Health & Safety or otherwise), or to meet current standards;
 - h. Any missed annual service by no fault of a Clarion Dynamics, Sentinel Systems, or other registered qualified service engineer;
 - i. Self-maintenance tasks carried out by the Customer to the Sentinel product which has not been authorised in writing beforehand by Clarion Dynamics.

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I hereby confirm acceptance of the above terms and conditions in relation to the 10 year guarantee for Sentinel systems and services:

Customer name (capital letters): _____

On behalf of Company (if applicable): _____

Address where Sentinel product has been installed: _____

_____ Postal code: _____

Customer signature: _____ Date: ____/____/____

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Internal Use

Sentinel IP address: ____/____/____/____ Network ID: _____

Date of Installation: _____

Name of Installation Engineer and Company (capital letters): _____

