



WALSH GATES LEVEL UP GUARANTEE

At Walsh Gates, our purpose is to elevate our industry by setting higher standards in quality, innovation, and customer service. The Walsh Next Level Guarantee reflects this commitment, providing our customers with the confidence and peace of mind that their WALSH gate is backed by an industry-leading warranty.

This guarantee drives our decision-making process, from carefully selecting the highest-quality equipment to over-engineering our designs and employing robust installation methods. By prioritising durability and reliability, we ensure that every WALSH gate is built to withstand the test of time, delivering exceptional performance and value for years to come.

Warranty Overview

1. **Automation Operator Warranty:** 5 years from the date of installation.
2. **Structural and Powder Coat Warranty:** 10 years from the date of installation.

Automation Operator Warranty – 5 Years

We warrant that the operator (or operators) installed on your WALSH gate will remain free from defects in materials and workmanship for five (5) years from the date of installation.

What's Covered:

- Defects in materials or workmanship.
- Repair or replacement of the faulty operator.
- Labour costs associated with repairs under warranty.

What's Not Covered:

- Damage caused by misuse, accidents, or unauthorised modifications.
- Wear and tear on consumable components (e.g. batteries, remotes, Keypads, sensors). A 12-month warranty applied to these items.
- Issues resulting from lack of regular maintenance as outlined in the owner's manual.
- Faults arising from vermin or insect infestations.
- Damage to electronic components caused by power surges or electrical storms.
- Standalone accessories.

Structural and Powder Coat Warranty – 10 Years

We warrant that the structural components and powder coating of your WALSH gate will remain free from defects for ten (10) years from the date of installation, provided proper care and maintenance are followed.



What's Covered:

- Structural integrity of the gate, including welds and framework.
- Powder coat adhesion and resistance to peeling or flaking.

What's Not Covered:

- Damage caused by physical impact or vandalism.
- Fading, discolouration, or damage due to environmental factors (e.g. coastal corrosion) if your WALSH gate is not maintained as per our care and maintenance guidelines.
- Parts of your WALSH gate that form part of the guide system or receiving brackets, as these areas will, as a result of the operation of the gate, experience wear throughout the lifetime of the installation.
- Damage to powder-coated surfaces caused by the use of cable ties, adhesive tape, or similar materials affixed after the date of installation.
- Structural issues arising from tree roots or ground movement.
- Replacement of end caps found to be missing or lost after the date of installation.

Care and Maintenance Requirements

To ensure the longevity of your WALSH gate and compliance with warranty terms, the following care and maintenance schedule must be adhered to:

Cleaning Frequency:

- Gates in urban, inland, or mild environments: Clean at least every 12 months.
- Gates in coastal or industrial environments: Clean at least every 6 months.
- Gates in marine or highly corrosive environments: Clean at least every 3 months.

Cleaning Process:

- Remove loose deposits with a wet sponge.
- Wash the surface with a non-abrasive brush and a mild, pH-neutral detergent in warm water.
- Rinse thoroughly with clean water to remove all residues.
- For stubborn stains, use only recommended solvents such as Isopropyl Alcohol (IPA) or methylated spirits, and rinse well.

Protective Measures:

- Avoid the use of aggressive solvents such as turpentine or citrus-based cleaners.
- Prevent sunscreen and other harsh chemicals from coming into contact with the coating.
- Inspect and clean sheltered areas more frequently, as these are prone to pollutant buildup.

Terms and Conditions

1. The warranty applies only to installations where Walsh Gates has designed, fabricated, installed, and automated the complete automatic gate installation. Jobs where Walsh Gates has installed an operator on a gate supplied and installed by others are not included.
2. Walsh Gates must be engaged to carry out preventative maintenance servicing on your WALSH gate to maintain the validity of the warranty.

3. The responsibility to arrange preventative maintenance servicing at the recommended intervals lies with the owner of the WALSH gate.
4. The warranty is valid only if the product is installed, serviced, and maintained by Walsh Gates or an approved service provider.
5. Warranty claims must be submitted with proof of purchase and service records.
6. Warranty works will take place between 7:00 AM and 3:00 PM on business days only.
7. The warranty covers only the replacement of the warranted items. Any other works or services, such as security, guards, temporary fencing, or similar items, are not included.
8. The warranty does not cover damage resulting from acts of God, flooding, extreme weather events (e.g. storms, cyclones, hail), or similar uncontrollable circumstances.
9. The warranty is in effect from Monday, 9 December 2024.
10. Walsh Gates reserves the right to amend the terms and conditions of the warranty at any time, with a minimum of 30 days' notice provided to customers.
11. Failure to meet these conditions will void the warranty.

Walsh Next Level Guarantee – Frequently Asked Questions

1. Why is it necessary to have Walsh Gates carry out servicing for the warranty to remain valid?

To ensure your WALSH gate continues to perform safely and reliably, it must be maintained by trained professionals who are familiar with our unique designs and engineering standards. Just as with car warranties, servicing by authorised providers ensures your gate is cared for using approved methods, preserving its longevity and reliability.

2. Why are some items, like ground movement, missing end caps, and accessories, not covered under the warranty?

The Walsh Next Level Guarantee covers defects in materials, craftsmanship, and installation. Certain exclusions, like ground movement or environmental factors, reflect circumstances beyond our control. Similarly, consumables like end caps and standalone accessories are subject to wear and tear or environmental influences. These exclusions are standard in warranties and ensure transparency about what is and isn't covered.

3. Isn't it expensive to require preventative maintenance servicing?

Preventative maintenance is an investment in your gate's longevity. By scheduling regular servicing, you can avoid costly repairs or premature replacements. Our servicing program ensures your WALSH gate continues to operate safely and reliably, saving you money in the long run.

4. Why doesn't the warranty cover automation-only jobs?

The Walsh Next Level Guarantee reflects our confidence in the complete systems we design, fabricate, install, and automate. For automation-only jobs, we cannot guarantee the same level of reliability because we haven't had control over the gate's design or installation. This distinction ensures we can stand fully behind every warranty we offer.

5. What happens if I experience fading or corrosion in a coastal environment?

Coastal environments can be tough on powder-coated surfaces due to high salt exposure. To mitigate this, we provide detailed care and maintenance guidelines, including cleaning schedules. If you follow these guidelines, your gate will stay in excellent condition and retain



its aesthetic appeal. These proactive measures ensure your gate performs well even in challenging environments.

6. How does Walsh Gates ensure its products last the test of time?

The Walsh Next Level Guarantee reflects our careful decision-making process:

- **Equipment Selection:** We only use high-quality components that meet rigorous performance standards.
- **Over-Engineered Designs:** Our gates are built to exceed industry benchmarks, ensuring they're durable and reliable.
- **Robust Installation Methods:** Our experienced team uses proven techniques to ensure every gate is installed securely and operates seamlessly.

7. Why doesn't the warranty cover security, guards, or temporary fencing?

The warranty covers defects in the gate and automation components. Services such as security guard or temporary fencing fall outside the scope of a product warranty, as they are external factors unrelated to the gate's quality or craftsmanship.

8. What makes the Walsh Next Level Guarantee different?

The Walsh Next Level Guarantee is built on our purpose: To elevate our industry. It's more than just a warranty—it's a reflection of our commitment to delivering exceptional gates that set new standards in quality, durability, and customer satisfaction.

9. How can I ensure my WALSH gate remains in top condition?

By following our care and maintenance guidelines:

- Clean your gate regularly, especially in coastal or industrial environments.
- Use only approved cleaning methods and products to prevent damage to the powder coating.
- Schedule preventative maintenance servicing with Walsh Gates at recommended intervals.
- Follow any user maintenance activities provided at the completion of the installation.

This proactive care ensures your gate continues to operate flawlessly and look great for years to come.

10. Who should I contact if I have questions or need servicing?

For any questions or to schedule preventative maintenance servicing, please contact our team at 07 3209 4738 or service@walshgates.com.au. We're here to ensure your WALSH gate remains a reliable and valuable part of your property.

REVISION HISTORY:

[1.0] – 9/12/2024 – Initial Revision