



## ***TECHNICAL BULLETIN***

### ***WARRANTY REGISTRATION***

PT ETI FIRE SYSTEMS herein referred to as ETI, warrants that ETI products will be free from defects in materials and workmanship for the periods stated below from the time of sale from an authorised distributor, providing that product is not more than three years old from manufacture at time of sale. This warranty applies to all products sold Worldwide. This warranty is offered on the basis that the product is installed in complete compliance to the ETI technical manual applicable at the time of sale, and that the product is serviced in compliance to the service programme included in that manual, and carried out by fully accredited and certified service technicians, holding ETI Fire School certificates at either level I or level II.

If the product proves defective during the warranty period, ETI, at its option, will;

1. Repair the product,
2. Replace the product with a comparable product which may be new or refurbished or,
3. Negotiate a suitable arrangement with the customer or distributor.

The claim excludes the cost of labour, travel and other associated costs and is limited to the repair or replacement of the part(s). ETI recommends the customer first utilise support from an approved and fully accredited ETI distributor, when assessing a product fault. If the ETI distributor is unsuccessful in rectifying the product claimed to be faulty, the official warranty form must be filled out and sent to ETI technical department via mail, email or fax.

ETI will reply as appropriate to the claim, considering the country of claim and the prevailing distributor or otherwise support network in that country.

- **GENERAL 100% WARRANTY = THREE YEARS ON ALL PRODUCTS SOLD BY ETI FIRE SYSTEMS.**
- ***THE ABOVE WARRANTIES ARE GIVEN BY ETI WITH RESPECT TO THIS PRODUCT AND ITS RELATED ITEMS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. ETI AND ITS VENDORS, DISTRIBUTORS, AGENTS AND ASSIGNS DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY SIMILAR STANDARD IMPOSED BY APPLICABLE LEGISLATION. ETI'S RESPONSIBILITY TO REPAIR OR REPLACE A DEFECTIVE PRODUCT AND RELATED ITEM IS THE SOLE AND EXCLUSIVE REMEDY PROVIDED TO THE CLAIMANT CUSTOMER FOR BREACH OF THESE WARRANTIES.***

The customer or distributor must register the ETI product on the official ETI website to obtain the full warranty in accordance with ETI Fire Systems procedures. The registration



**PT ETI FIRE SYSTEMS**  
**www.etifiresystems.com**  
**info@etifiresystems.com**

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must be completed within 30 days of the installation of the fire system. Failure to register may lead to warranty being null and void.

Registering the ETI product will be done online by visiting the ETI website [www.etifiresystems.com](http://www.etifiresystems.com) and by clicking the warranty registration menu and follow the prompts. ETI will hold records of all products that have been registered on the database system for 5 years.

The screenshot shows a web browser window displaying the PT. ETI FIRE SYSTEMS website. The main heading is "WARRANTY STATEMENT AND PROCEDURE". The page content includes a paragraph stating that ETI warrants its products to be free from defects in materials and workmanship for a period of three years from the time of sale. It also mentions that the warranty applies to products sold in Australia, Indonesia, and other countries with authorized ETI distributors. A list of supported inspection services bodies is provided, including NATA and ISB. The website footer shows the time as 11:40 AM.

Yours Sincerely

  
  
  
Bambang Isti Yudono  
Technical Manager & Chief Engineer