



Nice Group South Africa (Pty) Ltd
15 Nelson Road
Observatory
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Cape Town
South Africa

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Phone: +27 21 404 0800

VAT Number: 4430244097
Registration Number:
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Nice Group South Africa (Pty) Ltd Warranty Terms & Conditions

1. All goods manufactured by Nice Group South Africa (Pty) Ltd carry a 12-month factory warranty from date of invoice. The only exception is ET-Blu Mix and LTX transmitter manufactured from January 2018. These products carry a lifetime warranty. All warranties are subject to the conditions mentioned below.
2. All goods are warranted to be free of faulty components and manufacturing defects.
3. Faulty goods will be repaired or replaced at the sole discretion of Nice Group South Africa (Pty) Ltd free of charge if goods are returned within the warranty period and falls within the warranty conditions.
4. This warranty is subject to the goods being returned to the premises of Nice Group South Africa (Pty) Ltd. The carriage of goods is for the customer's account.
5. This warranty is only valid if the products, installation and applications is as per the applicable documentation on accompanying said goods.
6. All warranty claims must be accompanied by the original invoice.
7. All claims made by the end user must be directed to their respective service provider/installer.

The following conditions will disqualify products from the Warranty as laid out above:

8. Any unauthorized modifications to the product or components thereof or use of third party accessories with the product.
9. Any modification to the installation methods described in the installations instructions.
10. Any application or use of the product other than the intended use application described in the product information.
11. General misuse / abuse.
12. Physical / impact damage.
13. Damage resultant of natural elements, e.g., wind, lightning strikes etc.
14. Damage due to input voltage higher than specified in the applicable documentation.
15. Damage due to insect infestation.
16. Water damage. It is the responsibility of the installer to ensure the product is installed in a location that is protected from water ingress. The ingress protection rating is specified in the accompanying documentation. Housings that require that cable entries are made by the installer do not carry an ex-factory ingress protection rating as it is the responsibility of the installer to seal the cable entry points after installation of the cabling.

The following items are not included in the warranty or they carry a special warranty condition of their own:

17. The battery. (Limited 6 Month warranty)
18. The Motor Brushes.



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Nice Group South Africa (Pty) Ltd Repair Terms and Conditions

1. All repairs booked in where no request for a quotation first is stipulated will be treated as a go-ahead and all costs will be billed to customer.
2. For Correspondence regarding repairs, please use repair sheet reference number or job card number shown on documentation.
3. Repairs will only be released upon presentation of original (white) copy of the Product Repair Sheet.
4. Warranties on Repairs: 90 Day carry-in warranty from date of invoice. Only the components & repair work stipulated on the job card fall within the scope of this warranty.
5. For repairs not collected 90 days from completion, or items booked in where go-ahead not received 90 days from quote, Nice reserves the right to sell, scrap or utilize the repaired product to recover costs.
6. Subject to spare part availability and workload, the following repair turnaround times are targeted:
 - Electronic – while you wait
 - Mechanical: 3 days (excluding the day repairs were booked in)
 - Traffic barriers: 5 days (excluding the day repairs were booked in)

Above target turnaround times are for single repairs.

Bulk repairs (More than 1 product) are subject to longer turnaround times