



**Gappa Security Solutions**

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**Gappa Security Solutions Warranties**

2020

**Installation**

Gappa Security Solutions (Gappa) provides a one year limited warranty on installation labor. Should any problems occur during the specified warranty period *due* to faulty installation, Gappa will correct the problems, without charge, to the satisfaction of the owner. The warranty period of one year extends from the date on which the majority of the installation is complete. Gappa will investigate and determine the cause of the problem. Repairs for problems that arise from other causes will be billed at the regular service rate.

Ordinary wear and tear is not covered by this warranty. Disassembling the product will void manufacturers' warranties. Abuse, neglect or failure to perform recommended maintenance will void this warranty.

**Products**

All standard products are covered by manufacturer warranties to be free from defect. The time period for these warranties varies, depending on the product.

Any special order and custom items that are not covered by product warranties will be the responsibility of the customer and are not covered by this warranty.

It is the responsibility of the end user to return to Gappa Security Solutions any malfunctioning products for warranty repair. Disassembling the product will void manufacturers' warranties.

**Procedure**

Please email [service@gappasecuritysolutions.com](mailto:service@gappasecuritysolutions.com) or call (920) 324-2260 to report any problem with products or installation.

If the installation is out of warranty or if it is determined by Gappa that there is no problem, standard service call charges will apply.

If a product has failed within its warranty period, please return it to Gappa and we will seek repair or replacement from the manufacturer and return it to you.