



EGate Advanced Warranty Terms & Conditions

Advanced Warranty for Defective Rental Equipment

1. The advanced warranty is an add-on, standalone product, in addition to the standard EGate 12-month on-site warranty (<https://www.egate.co.za/warranty-terms-conditions>), as a value-added optional extra available to the Customer. The advanced warranty applies to physical EGate rental equipment, opted for by the Customer.

What is covered under the Advanced Warranty?

2. The Advanced Warranty further warrants the rented equipment free of defects in material and workmanship under normal use with regards to lightning or power surge during the Warranty Period, including other defects covered by the standard warranty. During the Warranty Period, EGate will repair/replace and install, at no additional costs, rental equipment under warranty that proves to be defective under this Advanced Warranty with similar or more advanced equipment.

What does “defective” mean?

3. A defect means:
 1. Any material imperfection in the manufacturing of the equipment that renders the equipment less acceptable than the reasonable man would generally expect in the circumstances; or
 2. Any characteristic of the equipment or components that render the equipment or components less useful, practicable or safe than the reasonable man would generally expect in the circumstances.
4. The equipment must be reasonably suitable for the purposes for which they are generally intended; of good quality, in good working order and free of any defects; be useable and durable for a reasonable period of time, having regard to the use to which they would normally be put and to all the surrounding circumstances of their supply; and comply with any applicable standards set under the Standards Act, 1993 (Act No. 29 of 1993 as amended), or any other public regulation.

Exclusions & Limitations

5. The advanced warranty does not cover any problem or issue that is caused by:
 1. Physical damage
 2. Theft or loss
 3. Tampering
 4. Lighting or power surge prior to the Warranty Period
 5. Conditions, malfunctions or damage not as a result of defects in material and workmanship as covered by EGate’s standard 12-month onsite warranty
6. The advanced warranty is limited to 2 (two) replacements per rental equipment item during any 12-month rolling period.

Warranty Period & Waiting Period

7. The advanced Warranty Period is treated on a month to month basis, from the installation date and every recurring calendar month thereafter, subject to payment of monthly Advanced Warranty fees by the Customer.
8. A waiting period of 3 (three) calendar months applies to existing Customers that opt for the Advanced Warranty subsequent to the original equipment installation date.

Pricing & Termination

9. EGate reserves the right, at its sole discretion, to amend the Advanced Warranty fee from time to time, subject to 3 (three) months written notice to the Customer. The Customer has the right to terminate the Advanced Warranty product at any time, subject to one month written notice to EGate.