

8 April 2024

Product Warranties

This letter serves to confirm that Alpha Distribution Technologies (Pty) Ltd is the sole importer/distributor of the below brands/products in South Africa. We are the sole authorised support centre for these brands/products and will honour the warranty from date of purchase as itemised below.

Brand	Range	Warranty Period
ALFATRON	All products and models	7 years
AREC	All products and models	1 year
BARIX	All products and models	2 years
BEYERDYNAMIC	All products and models	2 years
BIAMP	Apart / Atom / Cambridge / Desono / Devio / Modena / Parle / Tesira / Vocia / Aprimo / Impera	5 years
BIAMP	Community - Electronics	4 years
	Community - Loudspeakers	5 years
	Community - Polyglas only	15 years
BOSE PROFESSIONAL	Headphones	1 year
	VB-1 / VB-S	3 years
	L1 / L1 Pro / F1 / S1 / T1	2 years
	IP/WR Cabinets for exterior finish or appearance of speaker enclosures	2 years
	All amplifiers, digital signal Processors, loudspeaker products that are not self-powered (amplified), Loudspeaker components for products that are designated weather-rated or environmental, and the Loudspeaker components of powered products.	5 years
CATCHBOX	All products and models	2 years
CLOUD	All products and models	5 years
EVOKO	All products and models	5 years
GRANDVIEW	All products and models	7 years
INFOCUS	Lamps only	1 years or 1000 Hours whichever comes first
	DLP projectors	2 years
	Laser projectors	5 years or 20 000 Hrs whichever comes first.
POWERLITE	All products and models	7 years
ROLLS	All products and models	1 year
SMARTBUS	All products and models	5 years
WYRESTORM	All products and models	5 years

**Terms and Conditions on page 2*

Terms and Conditions

The warranty is not transferable and applies to the original end user purchaser or to the dealer only.

Only products purchased from Alpha Distribution Technologies (Pty) Ltd. or from its approved dealers are covered under the stipulated warranties.

The warranty period commences from the date of invoice by 'the dealer' to the 'end-user' (the dealer's customer), or within six (6) months from date of invoice by Alpha Distribution Technologies (Pty) Ltd. to 'the dealer', whichever comes first.

The warranty is a "carry in" warranty and it is the responsibility of the customer to return the faulty unit to our offices for replacement or repair at our discretion.

Our repair centre is based at our Johannesburg offices. Where items from out of Johannesburg need to be sent to the repair centre by our regional offices, we reserve the right to charge courier fees accordingly.

Warranty claims will be assessed within 4 working days of receipt at the repair centre.

Warranty excludes the following:

Defects, failures, damages, or performance limitations caused in whole or in part by:

- Power failures, surges or over voltage
- Lightning, fire, floods, exposure to excessive heat or corrosive materials
- Customer or installer abuse, mishandling, or misuse, negligence or improper storage
- Loudspeakers with burnt or damaged voice coils or physically damaged components
- Unauthorised attempts to repair or alter/modify the equipment in any way.

Kind Regards,



Michael van Rensburg
Technical Director