

## MwayPro offers a manufacturer's product guarantee on their Composite Covers, for a period of 15 years

(Conditions apply – see back)

### The Product Guarantee covers the following:

#### Structural Performance

- 1) The structural performance of the Composite cover. If the product fails during the 15 year period, from date of manufacture, we will replace the cover and frame, on a new for old basis free of charge.

#### Anti-Slip Surface

- 2) The anti-slip surface treads of the Composite cover. If the surface treads wear out during normal use during the 15 year period, fully exposing the integrated wear indicator, we will replace the cover and frame on a new for old basis free of charge.



### For a claim against the guarantee to be valid, the following applies:

- 1) There has to be a defect in a product supplied due to manufacture.
- 2) The product has to have been supplied by an agent/distributor approved by MwayPro.
- 3) Unqualified acceptance of the product by a Customer has to have occurred.
- 4) The need to replace the defective product has to have occurred.

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## Guarantee Conditions



### 1) GENERAL CONDITIONS

- a) The guarantee is given to the owner of the cover.
- b) The cover will be free from material and manufacturing defects.  
This is in addition to, and does not detract from any legal rights.
- c) In deciding a guarantee claim, MwayPro will take into consideration the following factors where they have a material effect on the claim.
  - i) Defects directly or indirectly attributable to the inadequacy of a repair or maintenance performed by an independent organisation.
  - ii) Any unauthorised modifications or alterations to the cover.
  - iii) Defects due to the use of parts which do not meet the standard and specification of MwayPro.
  - iv) Defects due to neglect, mistreatment or use other than that indicated in the Handling instructions provided with the cover.
  - v) Defects due to the exposure to chemicals that have not been previously approved as being suitable by MwayPro.
  - vi) Defects due to abnormal use, mistreatment, neglect, use by unqualified or inexperienced personnel.
  - vii) Defects due to natural disasters, fire, collision, theft, and secondary damages based on any of these occurrences.
  - viii) Secondary defects due to environmental condition beyond the control of MwayPro (e.g. Industrial or domestic atmospheric fallout)
- d) Expenses incidental to the warranty claim are not covered.
- e) Any expenses related to personal injury or accidental property damage.
- f) Compensation for loss of time, commercial losses, or rental costs for a substitute product during the period of adjustment.
- g) Non composite accessories and components are specifically excluded from this guarantee.  
This includes restraint devices, seals, and castings.
- h) War and radioactive contamination.
- i) Punitive and exemplary damages
- j) Deliberate product contamination or damage.

### 2) STRUCTURAL PERFORMANCE:

- a) The guarantee will apply only to MwayPro covers installed in applications as defined in European Standard EN 124. 1994: and must be placed only in the appropriate Group classification for that specific Class of manhole top.
- b) For any replacement, the installation costs of the product are specifically excluded.
- c) There must have been no secondary failure of the installation which could lead to premature failure of the MwayPro cover.
- d) The cover must be correctly seated in the frame, and the "full face" seating must not be compromised in any way.
- e) Damage caused other than by normal traffic conditions are excluded.
- f) The guarantee only covers the first installation of cover and frame. Product installed for a second or subsequent time during the guarantee period are specifically excluded.
- g) Damage to cover or frame as a result of fitting non MwayPro approved accessories are excluded.
- h) Damage to cover or frame as a result of not following manufacturers handling instructions are excluded.

### 3) ANTI SLIP SURFACE TREAD:

- a) The guarantee will apply only to MwayPro covers installed in applications as defined in European Standard EN 124. 1994: and must be placed only in the appropriate Group classification for that specific Class of manhole top.
- b) Damage caused other than by normal traffic conditions are excluded.
- c) Damage to cover or frame as a result of not following manufacturers handling instructions are excluded.

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