



Warranty



A-SAFE warrants all products manufactured by A-SAFE and sold by A-SAFE or its authorised distributors will be free of defects in material and workmanship for a period to twenty-four (24) months from the date of delivery. If your product fails due to manufacturing defect while under this warranty, we will repair it without charge, or replace it, at our discretion.

This warranty applies only to products, which are used in accordance with all instructions as to assembly, installation, maintenance and safety set forth in A-SAFE data sheets. A-SAFE's warranty is non-transferable.

Only original, unaltered, and unmodified materials and workmanship are covered by this warranty. It does not cover damage caused by accident, impact, improper care, negligence, normal wear and tear, or the natural breakdown of colours and materials over extended time and use.

Tolerances

Length of safety barrier:- Due to the modular nature of the A-SAFE barrier systems the overall length of a barrier may vary from the measurement specified +/- 230mm.

Straightness: - When correctly assembled and installed deflection in a rail should not exceed 5mm per meter

Gaps:- Due to factors such as uneven floor surfaces, installation on an incline or floors not being level some gaps may be visible. When correctly assembled and installed these gaps should not exceed 5mm.

Barrier height:- Barrier height may vary +/- 100mm due to condition of the floor and manufacturing tolerances.

Manufacturing tolerances: - Outside diameter and Inside diameter of all rails are manufactured to a tolerance on +/- 0.5 mm with a wall thickness +/- 0.5 mm and rail lengths are +/- 1 mm.

Impact resistance

A-SAFE barrier protection systems are performance rated using the impact test methods described in PAS 13:2017. The impact resistance of the barriers is measured in Joules (energy). A-SAFE barriers are specified and manufactured to resist impacts to joules ratings based upon the controlled test environment and methodology as defined in PAS13:2017. Whilst this aids selection of the most appropriate barrier, it does not guarantee that in an environment where vehicle routes, speeds and angles of impact are uncontrolled an impact will not result in damage.

Heat

Barrier performance will be affected by extremes of temperature. Operating in temperatures above 30 degrees Celsius and below -4 degrees Celsius will reduce barrier performance below the rated range.

Colour fading

Colour fastness or lightfastness are terms used to define a material's colour's resistance to fading. UV stabilisers are used to protect the material against degradation. Performance is measured in two ways:

1. Using the Blue Wool Scale where our materials score 7 out of 8 where 1 is very poor and 8 is excellent.
2. Using the Gray Scale for colour difference where our materials score 5 out of 5 where 1 is very poor and 5 is excellent.

Extended Product warranty

Correct installation and maintenance is essential to your safety. It guarantees optimum performance of your barrier and ensures your warranty remains valid. A-SAFE Total Care solutions can verify safety barrier condition and extend your warranty. Total Care maintenance solutions are available at three levels silver, gold and platinum.

1. Silver level is an inspection service that will verify a non-A-SAFE installation of our barrier and/or confirm the condition of any barrier highlighting any necessary repairs following an impact/incident.
2. Gold level is an annual maintenance and inspection service that will confirm the condition of A-SAFE barrier and installation highlighting any necessary repairs.
3. Platinum level is an enhanced annual maintenance and inspection service that, in addition to gold level, will review the barrier application and installation in line with PAS13:2017.

Subject to any recommended repairs being completed, A-SAFE Total Care can extend warranty annually for up to 60 months (for more information about Total Care, contact your A-SAFE representative).

Installation warranty

A-SAFE installation warranty guarantees that the barrier has been correctly installed ensuring product warranty remains valid. If A-SAFE install your barrier the barrier will be assembled correctly, suitable anchors will have been correctly installed and tightened to recommended torque settings. Under normal use the installation will be valid for 12 months. Any damage caused by accident, impact, improper care, negligence, normal wear and tear, or the natural breakdown of colours and materials over extended time and use is not included. Product and installation warranty can be extended for up to 60 months with an A-SAFE Total Care maintenance package where annual inspection and recommended maintenance are carried out by an A-SAFE accredited installer.

Uncontrolled environments

Any test environment must be fully controlled to ensure the integrity of results. A-SAFE follow the best practice methodology recommended and described in PAS 13:2017. Equally, in most operational environments there are uncontrolled factors. These uncontrolled factors cannot be mitigated against and in the case of any barrier system would include, but are not limited, to:

1. Vehicle and Pedestrian activity: - Vehicle speeds and weights, driver behaviour, pedestrian activity and routes may vary. If all these factors could be 100% guaranteed no safety barrier would be required.
2. Ground works & Anchorage: The strength, depth and consistency of substrate cannot be guaranteed and also changes over time due to ageing. It can be affected by changing environmental conditions such as seismic activity, heat and moisture as well as general wear and tear from vehicle weights and movement. Where the characteristics of a substrate cannot be 100% guaranteed performance of the anchorage cannot be 100% guaranteed.

In order to minimise risk, pull out tests can be supplied to verify the condition of the foundations and assist in selection of the most appropriate anchorage system. If there is any further doubt over the strength of the foundation and substrate A-SAFE can provide details of an independent inspectors who will provide a full and detailed inspection

As a minimum we recommend anchorage is checked at least annually through A-SAFE Total Care.

3. Weather: - Light, temperature, humidity, pollution and other environmental factor will vary depending upon location. No amount of testing can replicate every potential combination. Repeated exposure to differing conditions may affect barrier both the substrate and barrier performance.



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