



FIKE U.S. BUSINESS UNIT MEMORANDUM

TO: Fike Authorized Distributors
FROM: David Kemp, Executive Vice President, Global Sales and Marketing
DATE: 08/18/2016
RE: Five-Year Limited Warranty for Fire Alarm & Suppression Systems

Fike Corporation has a Five-Year Limited Warranty for certain qualified products in both Fike's Alarm and Suppression Systems. I have outlined below some points of which you should be aware when reviewing the program:

- 1) As set forth in Fike's Terms and Conditions of Sale (rev. May 2016) "Fike warrants that the system components actually manufactured by Fike and installed by an authorized Fike Distributor, will be free from defects in material and workmanship for a period of sixty (60) months following the date of shipment of the system from Fike."
- 2) The "Warranty only applies when the system has been installed in complete accordance with the written instructions supplied with the system and when the system has not subsequently been modified or altered by written instruction of Fike."
- 3) Purchaser's Exclusive Remedy – the original purchaser's sole and exclusive remedy, unless varied by express written agreement with Fike is: Repair or replacement, at **Fike's Option**, of any defective part which is returned to Fike **within ninety (90) days** of discovery of the defect. Products must be returned with Fike's written consent and a completed Material Return Authorization form; Fike's shipping instructions are **required**.
- 4) Warranty of repair or replacement shall be effective only if the following conditions are observed:
 - A. Fire Suppression**
 - a. The original purchaser **must maintain a semi-annual service agreement** with an authorized Fike distributor commencing with the date of installation of the system for the term of warranty;
 - b. **Fike Form No. FPS-WR2 or FA-WR (Warranty Registration Form)** must be completed and returned to Fike Corporation within thirty (30) days of commission of the system.
 - c. **A copy of the semi-annual service agreement must accompany the "Warranty Registration Form" upon submittal to Fike. A copy of any subsequent service agreements must also be forwarded to Fike at the time of implementation.**
 - B. Fire Alarm**
 - a. The original purchaser **must maintain an annual service agreement** with an authorized Fike distributor commencing with the date of installation of the system for the term of warranty;

- b. **Fike Form No. FA-WR (Warranty Registration Form)** must be completed and returned to Fike Alarm Systems within one hundred twenty (120) days of purchase and shipment of the system.
- c. **A copy of the annual service agreement must accompany the “Warranty Registration Form” upon submittal to Fike. A copy of any subsequent service agreements must also be forwarded to Fike at time of implementation.**

If a **current** service agreement is not on file with Fike at the time a warranty claim is received for any Fike Fire Alarm or Fire Suppression System, then any and all such claims shall not be honored.

- 5) Fike makes no other warranties of any kind, whether express or implied, including the warranties of merchantability and fitness for a particular purpose, beyond those expressly provided for in this limited warranty.
- 6) The warranties and any representations described herein shall be null and void where the alleged defects occurred as a result of or in relation to improper maintenance, installation, service, alterations or modifications subsequent to installation that were not expressly authorized in writing by Fike, as determined by Fike in its sole discretion.

You can obtain the above mentioned forms by calling **Jill Sanders at (816) 229-3405, ext. 1165**. All forms should be emailed to **Jill Sanders at Jill.Sanders@Fike.com**. She can answer any questions or give further assistance if needed.

DK/js