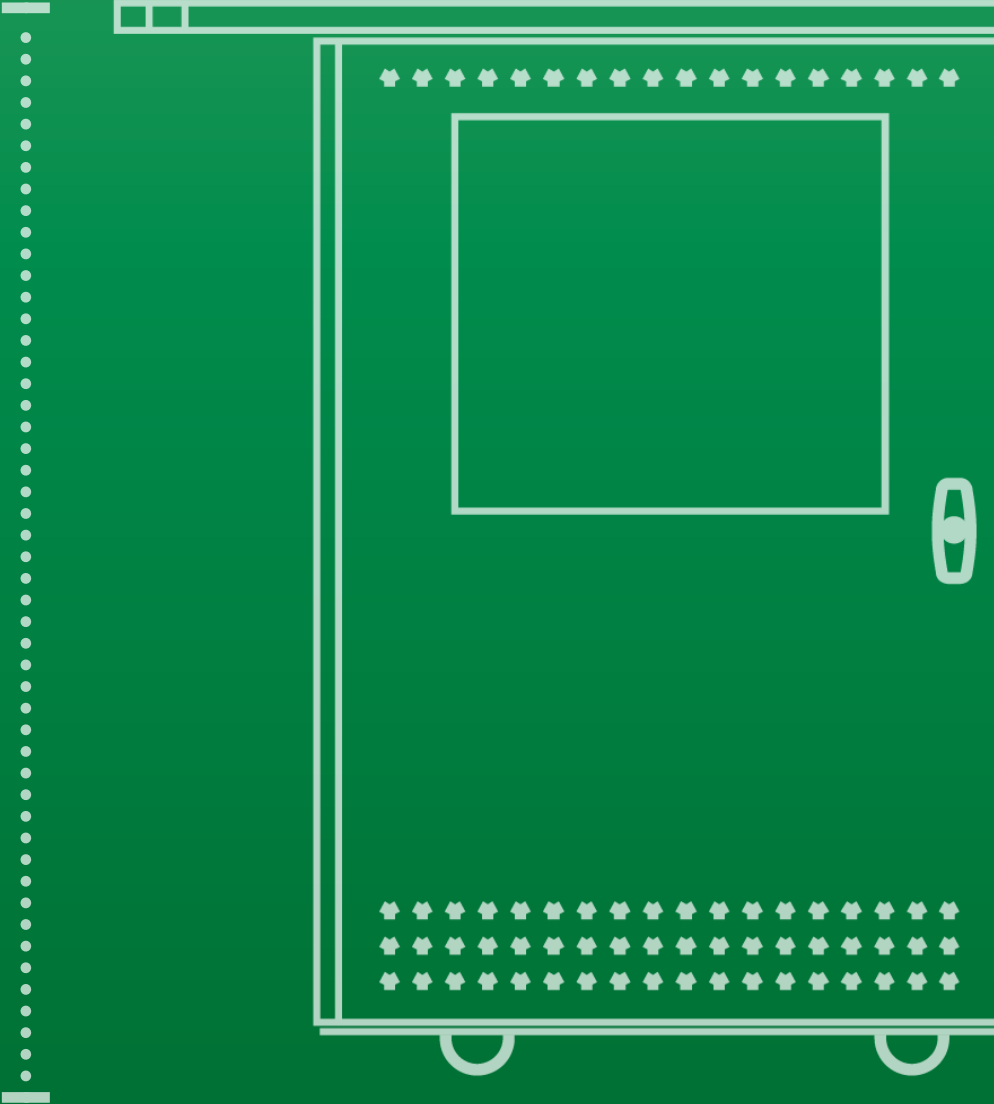


Warranty
made simple



Welcome

We are delighted to have you onboard!

Here at TOP-TEC, we are committed to providing the very best experience we can.

We hope you never need this document, but on the rare occasion something isn't quite right, we will always try our hardest to fix any problems you may come across.

We always aim to leave you completely satisfied with our service.

Thanks,



Contact information

If something is wrong with your product, please contact our [Customer Support Team](#) using the information below...



Monday-Friday
[Excluding bank holidays](#)



Call us
[0121 783 3838](tel:01217833838)



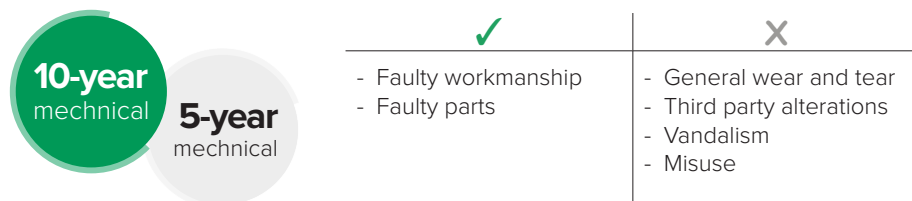
Email us
pf@dalen.co.uk

We aim to reply to queries within **4** working hours

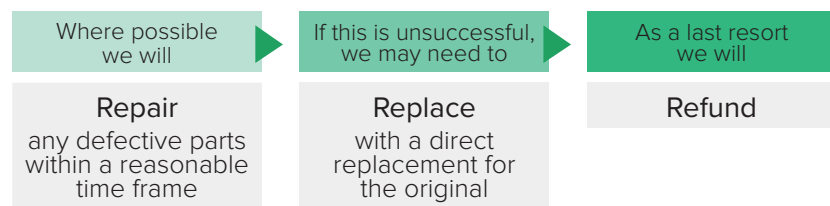
What does it entail?

- Remote telephone support
- Supply of replacement parts where found to be defective under warranty.
- Online support
- Return to base for repair if unable to fix through parts and support remotely.

How long is my warranty and what am I covered for?



We will always attempt to find a resolution to any issue which will minimise any disruption.



How do I order spare parts?

Spare parts can be ordered via email or over the phone, please contact us to discuss further.

Are any batteries covered as part of my warranty?

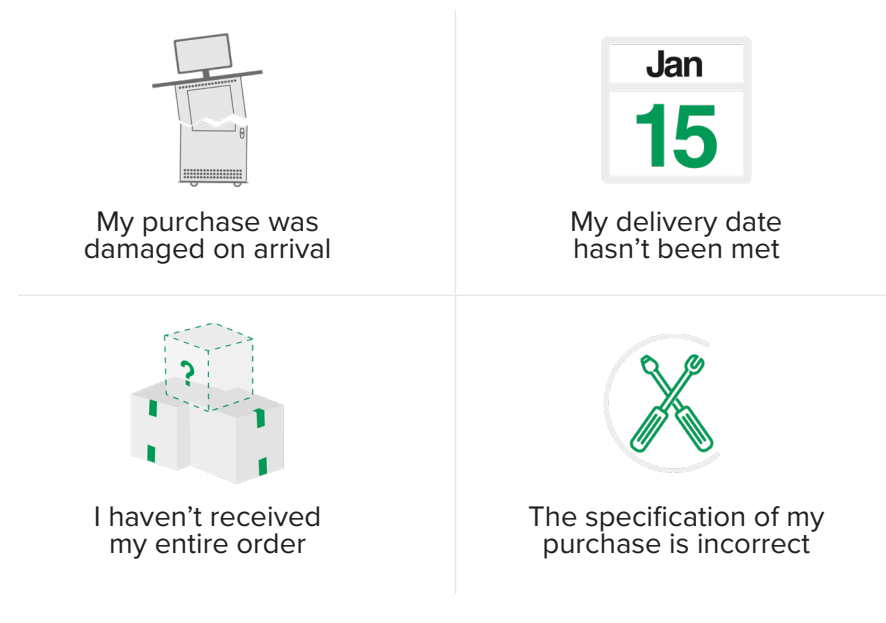
Batteries are classed as consumable items, and are covered under our guarantee for a fixed period of 24 months.

Batteries naturally wear through repeated charge and discharge cycles, however we use a high quality product to give the best possible performance.

The ability of all rechargeable batteries to hold their charge decreases with time and therefore a battery is considered to be faulty where it fails to power the machine following a full charging cycle.

What happens if...

In the event of any of the following scenarios, please contact us immediately and we will try our best to resolve the issue.



Still need help?

We are committed to providing the best service we can, but sometimes things don't go as planned. Don't worry though, we are still here for you. If you still need help:

- 

Reach out to our Customer Support Team
Let us know that the problem is still ongoing.
- 

Contact our Installations Manager
If you are still having difficulties, please contact Mike Lownes.
T: 0121 783 3838 - E: mike.lownes@dalen.co.uk
- 

Contact our Managing Director
We hope it never comes to this, but if the issue still hasn't been resolved, please contact Adam Beardmore.
T: 0121 783 3838 - E: adam.beardmore@dalen.co.uk

This warranty information does not affect your statutory rights.
Mainland UK shall mean the whole of the UK excluding
Scottish Highlands and any of the UK islands.



TOP-TEC manufactures a range of secure, technology
integrated furniture solutions to the
Education sector.

TOP-TEC provides an end-to-end service from consultation
through to design, build and installation.

TOP-TEC
is a brand of Dalen Limited

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v26071



Made in the UK