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## B-TECH AUDIO VIDEO MOUNTS

# PRODUCT GUARANTEE

At B-Tech, we aim to engineer and design products that are safe and to a high standard. Meeting our customers needs and expectations is our top priority. To support this, we offer you our B-Tech guarantee

### WARRANTY

5 year guarantee on all professional products.

Consumer products are offered with a limited lifetime warranty of 10 years - this excludes any electrical / AV controls which have a 2 year guarantee.

*The guarantee is against defects in materials and workmanship. Faulty goods will be replaced or credited. Guarantee applies to original owner only and all installation guidelines must be followed.*

### DESIGN SAFETY

In-line with TUV and UL safety guidelines, B-Tech products are designed, engineered and tested up to 3x the stated maximum load, the products must still be able to function at this weight. Products are also designed to be able to hold 5x the maximum load without collapsing.

Quality is built in during product development, our in-house design processes includes detailed CAD stress analysis of materials, accelerated durability tests and incline testing on trolleys and floor stands. The highest quality materials are always used according to the requirements, ensuring that no sharp edges, inferior fixings or weak materials are present. Our products carry information to ensure that they are used safely with the highest level of quality for the consumer, product identification, max weights and hazard labels feature on all products. Full pictorial assembly instructions with safety guidelines and technical data are included with all products.

Packaging is also rigorously tested to ensure the strongest and environmentally friendly designs will protect the product through to delivery.

All B-Tech products are either RoHS compliant or exempt.

For intellectual protection, B-Tech products are Registered Community Designs.

### SUPPLIERS

B-Tech products are manufactured in the UK and the Far East, on-site engineers perform thorough QC checks during and after production, all deliveries are also subject to stringent in-house quality control checks. Our major Far East suppliers hold ISO certification, including ISO 9001 *Quality Management System* and ISO 14001 *Environmental Management System*. These factories undergo regular quality and ethical audits by B-Tech and third parties, such as SGS and ITS, conforming to internal standards, ISO norms, laws and regulatory requirements, guaranteeing the highest quality products.

Head Office

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