

# 20 YEARS Manufacturer's warranty

Congratulations on purchasing your fastening solution.

We know how reliable and high-quality our products are! At ERS, we only use the highest-quality, tested materials. These are carefully selected and expertly processed by employees with years of experience in our German production facilities. The greatest possible operational reliability combined with maximum ease of installation, technical expertise and a QM system according to ISO9001 – 2015: this combination enables us to offer a 20-year guarantee on ERS fastening systems.

Our guarantee applies to the normal use of the fastening systems in dry interior rooms without temperature fluctuations beyond those in residential and office rooms and without any dynamics, such as those that occur in the event of wind load in the room or even an earthquake.

Furthermore, the guarantee applies to the load limits and areas of application described in the respective data sheet (see also GS mark). To maintain the guarantee on our safety components 'RopeFix' and 'LEDFix', regular safety inspections are required after the first 5 years of the service life. Further details can be found in the documents 'Service Manual RopeFix' and 'Service Manual LEDFix'.

The warranty period begins on the date of invoicing. Please keep the invoice until the end of the warranty period to ensure a smooth process in the event of a warranty claim. The [complete warranty conditions](#) and our warranty services can be found on our [homepage](#).

The warranty does not cover improper handling before, during or after installation or damage caused by unauthorised persons. Complaints about obvious defects upon delivery must be noted on the delivery note immediately. Complaints about hidden defects must be reported within 5 working days of receipt of the goods, quoting the invoice number and delivery date.

Please contact our head office in advance at +49 (0)6251 98709-0 or send us an email to [vt@europe-systems.de](mailto:vt@europe-systems.de) – we will be very happy to help you.

The ERS team hopes you enjoy your new ERS fastening system!

