

Warranty on SIMPLEX Products Extended to Three Years in Select Areas

New, Longer Warranty for Customers in Asia, Latin America, and EMEA

With a heritage stretching back more than 100 years, SIMPLEX is one of the most trusted brands in the fire alarm industry. The reason? Simplex products have the power to take on the most challenging projects and provide rock-solid reliability that customers depend on to help them keep their people and facilities safe. Now we're making SIMPLEX products an even smarter choice by backing them with a ***new three year warranty***.

SIMPLEX products deliver great long term value to building owners by being easy to operate, simple to maintain and always upgradeable to the latest technology. With this new, extended warranty, owners will enjoy even better protection against failures and lower the cost of system ownership.

How Does the New Warranty Program Work?

- Beginning on January 1, 2015 all new SIMPLEX brand products manufactured by Tyco Fire Protection Products and delivered to customers in the areas listed below will be covered by a three year warranty against manufacturing defects and product failure.
 - Latin America, Central America and the Caribbean
 - Europe including Russia, the Middle East, and Africa
 - Asia and the Asia Pacific region including Australia and New Zealand
- The warranty period begins on the day the product is shipped from the Tyco distribution center.
- Any products that fail due to defects in manufacturing or components within three years of shipment will be replaced free of charge and in accordance with the applicable Terms and Conditions.

Accessing the Warranty Program Terms and Conditions

The full terms and conditions of the warranty are available on the Tyco Fire Protection Products web site.

- Click the link below to access the Terms and Conditions of Sale:

[Click Here to Read the Standard Terms and Conditions](#)

- Refer to section 15 for Warranty Terms and Conditions
 - Note that in section 15 you will see that the standard warranty for SIMPLEX brand products is 18 months.
 - An exception to the standard warranty extends it to three years for all SIMPLEX customers outside of the United States and Canada. Click on either the link included in the Terms and Conditions, or on the link below, to see the warranty exception list.

[Click Here to Read the Warranty Exception List](#)

What Do I Do if a Unit Fails?

Contact your customer service representative and they will assist you in determining whether the failure in the unit is covered by the warranty. If it is, your representative will tell you how and where to return the unit and coordinate shipment of replacement products to you.

Best Regards,

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