thebuilding.cloud
ALPHA CONTROL ECOSYSTEM [ACE]

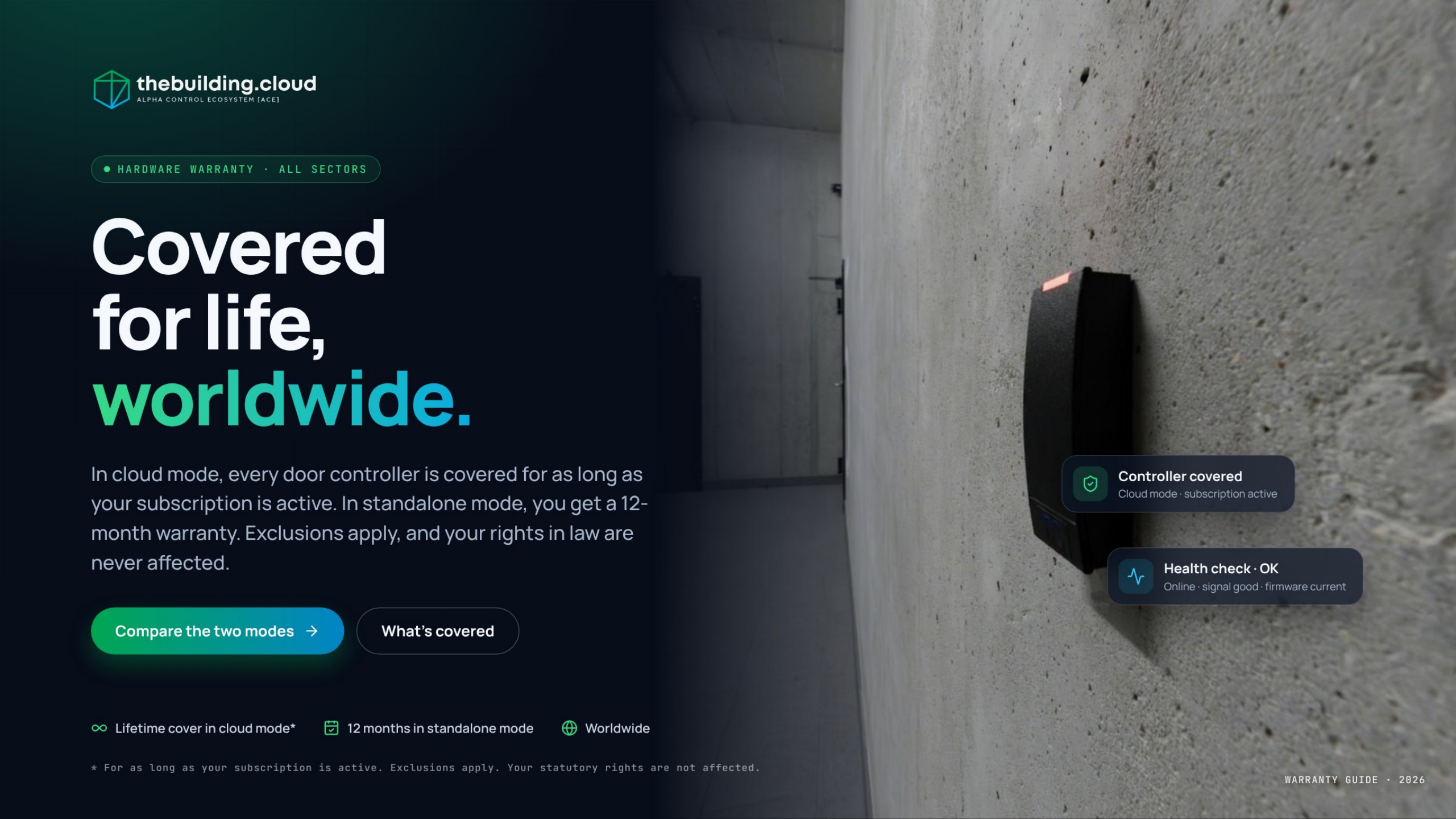
HARDWARE WARRANTY · ALL SECTORS

Covered for life, worldwide.

In cloud mode, every door controller is covered for as long as your subscription is active. In standalone mode, you get a 12-month warranty. Exclusions apply, and your rights in law are never affected.

Compare the two modes →

What's covered



∞ Lifetime cover in cloud mode*

12 months in standalone mode

Worldwide

* For as long as your subscription is active. Exclusions apply. Your statutory rights are not affected.

• TWO MODES, TWO WARRANTIES

Choose how you run it. Choose your cover.

Every controller can run on its own or connected to the cloud platform, and you can switch a standalone controller to cloud mode whenever you're ready.

Standalone mode

The controller runs on its own, without the cloud platform

12 months

Hardware warranty from the date of purchase

- Repair or replacement of a faulty controller
- Support from our team by email
- Your rights in law, in full

RECOMMENDED

Cloud mode

Connected to thebuilding.cloud with an active subscription

Lifetime

Hardware cover for as long as your subscription is active

- Repair or replacement of a faulty controller, every year
- Remote diagnosis: online state, signal and firmware
- Firmware updates over the air
- Your rights in law, in full

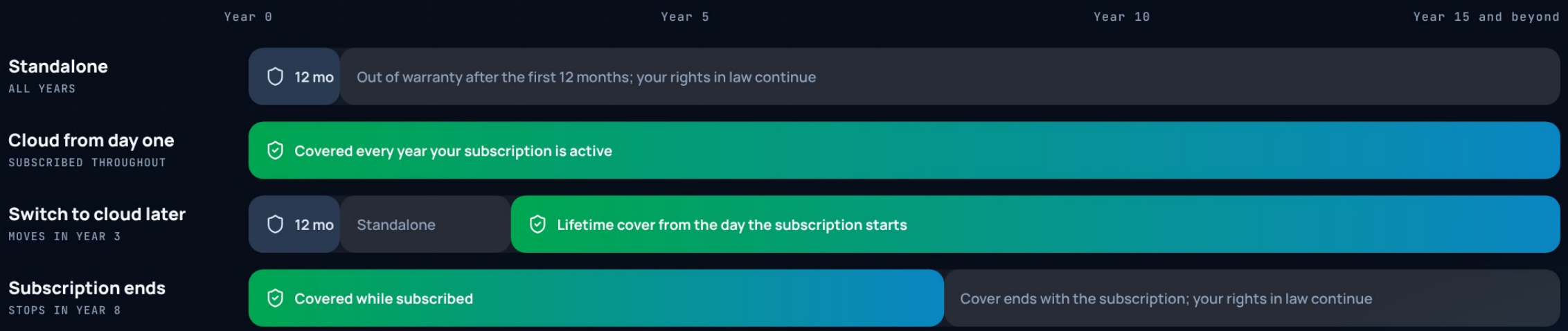
Exclusions apply in both modes; see page 04. This guide summarises our warranty and the full warranty terms apply.

IN PLAIN ENGLISH

Whose lifetime? Your controller’s.

OUR DEFINITION

“For as long as the controller is installed, used as intended and connected to an active thebuilding.cloud subscription.”



Illustrative timelines. Lifetime cover applies to door controllers supplied by us and is subject to the exclusions and full warranty terms.

COVER AND EXCLUSIONS

Clear about what's in. Clear about what's not.

The same cover applies in both modes. Only the length changes: 12 months in standalone mode, lifetime in cloud mode.

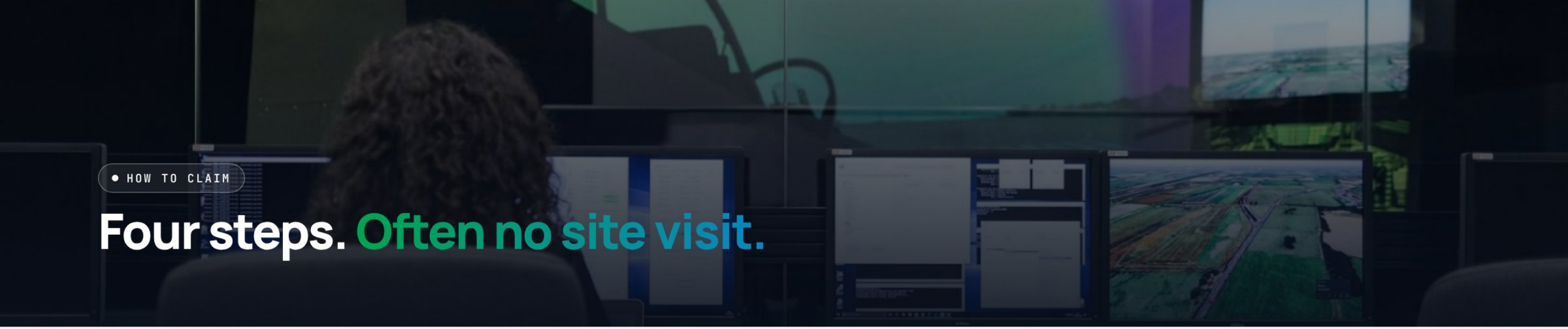
What's covered

- Faults in the materials or workmanship of a door controller we supplied
- Repair, or replacement with the same or an equivalent model
- Remote diagnosis by our support team (cloud mode)
- Firmware fixes delivered over the air (cloud mode)

Exclusions apply

- Accidental damage, vandalism, misuse or neglect
- Installation or wiring that doesn't follow our installation guide
- Fire, flood, lightning, power surges or water getting in
- Damage caused by unauthorised repairs, modifications or firmware
- Locks, readers, power supplies, cabling and other third-party equipment
- Mobile network changes outside our control, such as a network switch-off
- Indirect losses, such as loss of business, where the law allows

Nothing in this warranty limits your rights in law, or any liability we can't exclude by law, such as for death or personal injury caused by negligence.



• HOW TO CLAIM

Four steps. Often no site visit.

01

We often see it first

In cloud mode, an offline alert, signal or firmware issue shows in your dashboard and ours.

02

Tell us

Email help@thebuilding.cloud with the controller ID shown in your dashboard.

03

Remote fix first

We diagnose remotely and, where we can, fix it with a firmware update over the air.

04

Repair or replace

If the hardware is at fault, we repair or replace it. Doors, users and rules stay in the platform.

WHO GIVES IT	HOW LONG	WHERE	HOW TO CLAIM	YOUR RIGHTS IN LAW
thebuilding.cloud	**12 months standalone · lifetime in cloud mode**	**Worldwide, wherever the controller is installed**	**help@thebuilding.cloud**	**Not affected**

● WORLDWIDE COVER

One warranty. 150+ countries.

Cellular controllers connect in more than 150 countries, and the same warranty applies wherever your controller is installed. Local consumer law applies on top.



Same terms on every site

One warranty across all your buildings and countries.

Diagnosed from anywhere

In cloud mode we check status, signal and firmware remotely.

Fixed over the air

Firmware updates reach controllers in any country.

Local rights respected

Where your local law gives you more, the law wins.

● WHAT IT MEANS FOR YOU

Every sector. One promise.

Homes, offices, new developments and social housing all gain from cover that lasts as long as the system is in service.



RESIDENTIAL AND BUILD-TO-RENT

Fewer call-outs, happier residents

- No handsets in homes to fail
- Controllers covered for as long as the building is subscribed
- Faults spotted remotely, often before residents notice
- A steadier service charge line



OFFICES AND MULTI-SITE

One warranty for every site

- The same terms in every country you operate in
- No budget line for replacing failed controllers
- Remote diagnosis for your security team
- Predictable running costs for finance



DEVELOPERS AND ARCHITECTS

Cover that outlasts the defects period

- Hand over with lifetime cover in place
- Cover continues after your contract's defects period ends
- Fewer callbacks to finished buildings
- Something concrete for buyers and agents



HOUSING ASSOCIATIONS AND COUNCILS

Costs you can plan for decades

- Fits a 30-year business plan
- No capital spend to replace failed controllers
- Fewer repair visits, tracked remotely
- Value-for-money evidence for your board

● YOUR RIGHTS IN LAW

Our warranty adds to your rights. It never replaces them.

WHERE	WHAT THE LAW GIVES BUYERS	HOW OUR WARRANTY FITS
UK **United Kingdom**	Consumers: goods must be of satisfactory quality, fit for purpose and as described, with claims possible for up to six years (five in Scotland). Business buyers: implied terms under the Sale of Goods Act 1979.	Extra to these rights. It doesn't replace or limit them.
EU **European Union**	Consumers: at least two years' legal guarantee from the seller. For contracts from 31 July 2026, choosing repair extends it once by 12 months.	Our 12 months in standalone mode runs alongside the legal guarantee, never instead of it.
US **United States**	Implied warranties under state law. Written warranties on consumer products fall under the Magnuson-Moss Warranty Act.	Written as a limited warranty. Implied warranties still apply.
AU **Australia**	Consumer guarantees that can't be excluded, which can also cover business purchases up to A$100,000.	Our warranty against defects is in addition to these guarantees.
NZ **New Zealand**	Consumer Guarantees Act protections. Business buyers can only contract out in writing where it is fair and reasonable.	Extra to these rights.
CA **Canada (Québec)**	Legal warranties of quality and, since 5 October 2025, a warranty of availability of parts, repairs and repair information.	Extra to these rights.
AE **United Arab Emirates**	Suppliers must state the warranty period, scope and exclusions, and make spare parts and maintenance available.	Period, scope and exclusions are set out in our full terms.

A summary for information, not legal advice. Which rights apply depends on where and how you buy, and whether you buy as a consumer or a business. Where your local law gives you more, the law wins.

● QUESTIONS WE HEAR

The small print, in plain English.

What does “lifetime” mean?

For as long as the controller is installed, used as intended and connected to an active subscription. It’s the controller’s working life, not a fixed number of years.

What if we end our subscription?

Lifetime cover ends with the subscription. Any time left on the 12-month warranty still applies, and so do your rights in law.

Can we move to cloud mode later?

Yes. Lifetime cover starts on the day your subscription starts, for controllers that are working when they join.

What if a model is discontinued?

We replace a covered controller with an equivalent or newer model that does the same job.

Are locks and readers covered?

The warranty covers the door controllers we supply. Locks, readers and other equipment carry their own makers’ warranties.

Does it change our rights in law?

No. It’s in addition to them, wherever you are. Where the law gives you more, the law wins.

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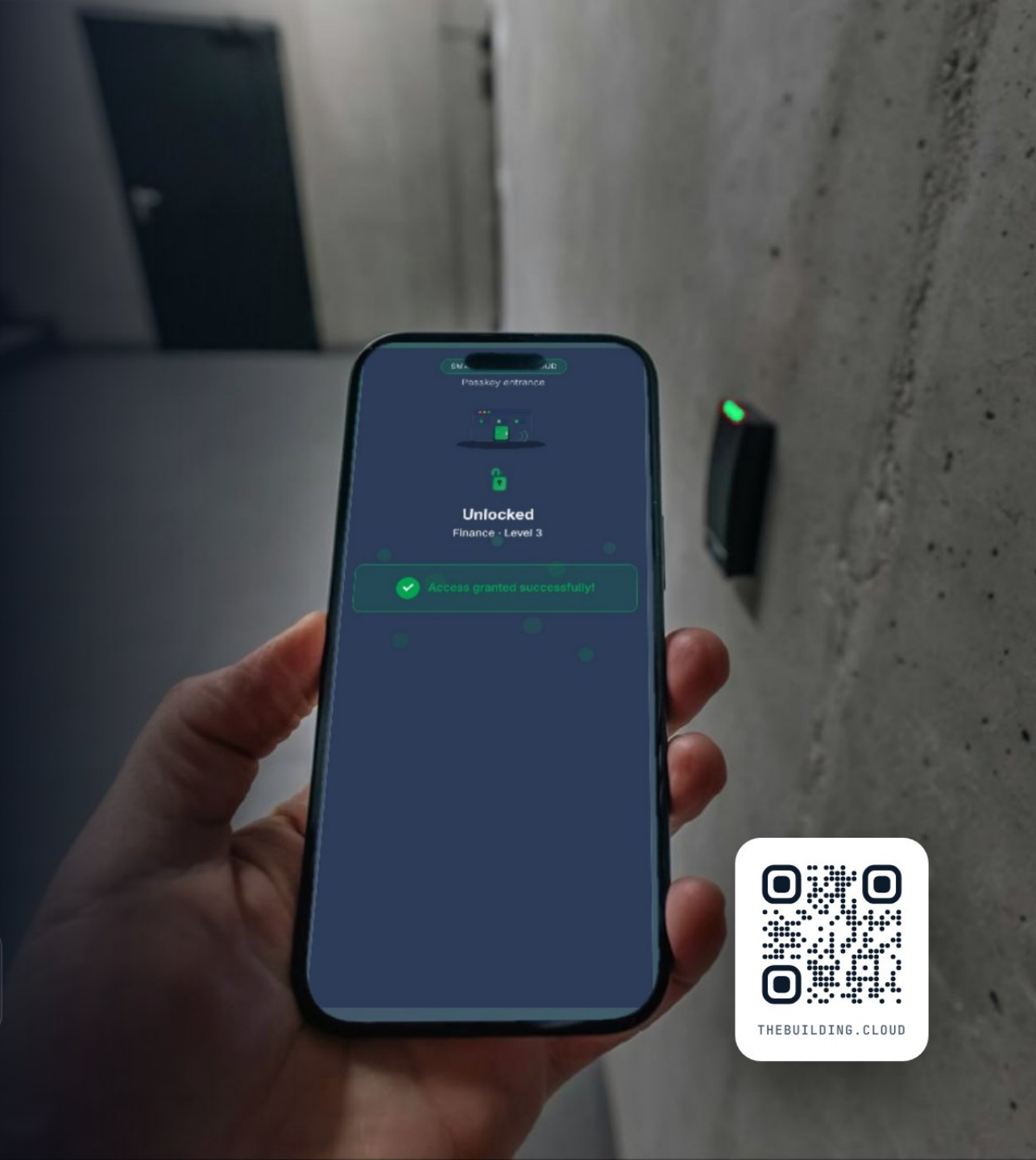
ALPHA CONTROL ECOSYSTEM (ACE)

• NEXT STEP

Ask for the full terms. Then compare.

We'll send the full warranty terms with your proposal, so your legal and procurement teams can compare them side by side with anything else on the market.

- Full warranty terms and exclusions
- Standalone or cloud mode for each site
- Guides for residential, offices, developers and social housing



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