

[Company Letterhead/Logo]

[Date]

[Client Name]

[Client Address]

[City, State, Zip Code]

# Warranty and Guarantee Certificate: Biometric Access Control System

**Project Reference:** [Project Name/Contract Number]

**Installation Date:** [Date]

**System Components:** [List Hardware/Software Models]

To whom it may concern,

This letter serves as a formal guarantee and warranty for the Biometric Access Control System installed by [Provider Name] at the premises of [Client Name].

## 1. Hardware Warranty

We warrant that all biometric readers, controllers, and electronic locking hardware are free from defects in materials and workmanship for a period of [Number] years from the date of installation. In the event of a hardware failure, [Provider Name] will repair or replace the equipment at no additional cost.

## 2. Software and Integration Guarantee

We guarantee that the system software and biometric matching algorithms will function according to the technical specifications provided. Software updates and patches for security vulnerabilities will be provided for a period of [Number] months/years.

## 3. Installation and Workmanship

All installation work is guaranteed for a period of [Number] months. This covers wiring, mounting, and system configuration. If any faults arise due to improper installation, they will be rectified immediately.

## 4. Exclusions

This warranty does not cover damages resulting from:

- Vandalism or physical abuse of the equipment.
- Unauthorized modifications or repairs by third parties.
- Acts of nature (lightning, flooding, etc.) or power surges.
- Failure to follow standard operating and maintenance procedures.

## **5. Service Response Time**

During the warranty period, [Provider Name] commits to a technical support response time of [Number] hours for critical system failures.

For service requests, please contact our support department at [Phone Number] or [Email Address].

Sincerely,

[Signature]

[Name of Authorized Representative]

[Title]

[Company Name]