

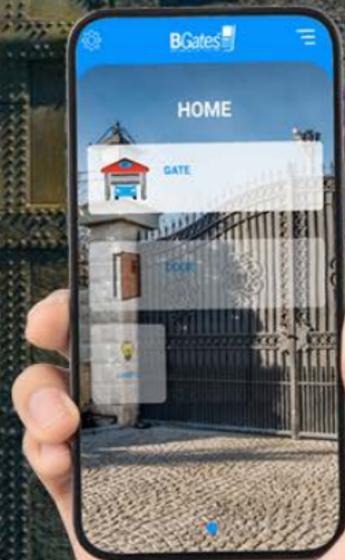


GT

Open your gate by mobile phone!

Installation and user's manual

*First device with GSM
and Bluetooth technology*

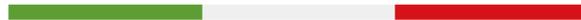


Bgates is a product

DESIGNED IN ITALY



A PRODUCT DESIGNED IN ITALY



BGates GT

Open the gate or your automation with the BGates GT App via Bluetooth or by making a GSM call to your BGates GT

Open a motorised gate, such as your front gate, from any distance using a mobile telephone or landline phone and without any remote control, providing access to a maximum of 500 users.

To open the gate, use the BGates GT app and open via Bluetooth or make a phone call to the SIM1 number inserted in the BGates GT.

BGatesGT works by inserting a SIM from Europe's leading telecom operators 2G network, excluding SIM cards that use only VOIP technology (for example, operator 3).

Phone calls are always toll-free: BGates GT recognises the caller's number and opens the gate, thus refusing the call. The only costs are those relating to SMS reply messages, corresponding to the fees of your service plan for the SIM inserted into BGates GT.

Be sure to pay attention to the SIM expiration date and make sure that it is enabled to send and receive SMS.

¹ Sold separately. The SIM card should be standard size. A dedicated adapter is required if owning a Micro SIM or Nano SIM.

Installation

PRECAUTIONS FOR INSTALLATION

- Make sure that the product is intact after removing the packaging.
 - The system must be installed in compliance with current safety standards.
 - An appropriate disconnecter and protection switch should be installed upstream of the actuator.
 - Before connecting the device, make sure that the rating plate data corresponds to that of the distribution network.
 - Disconnect the device from the mains power supply before attempting to clean or service it.
 - Disconnect the device and do not touch it in case of failure and/or malfunction.
- Do not let the device come into direct contact with water or extreme heat, moisture or heat shock: see the chapter “installation”.
 - Do not obstruct the ventilation or heat dispersion openings or fins.
- Take note that:
- Failure to comply with the above may compromise the safety and warranty of the device.
 - The manufacturer can not be held responsible for any damage caused by improper, incorrect and unreasonable use.

INSIDE THE BOX

- BGates GT device
- Quick instruction sheet

TECHNICAL FEATURES

- Power supply 90-230V - 50/60 Hz.I
- The transformer is electronically protected against overloads and short circuits.
- Absorbed power: 26mA.
- Relay: maximum current 10A@28VDC
- Relay: maximum current with resistive load: 10A@28DC, 10A@240VAC
- Relay: maximum current with inductive load: 5A@28VDC, 5A@120VAC
- Action Type: 1 B-U
- Dimensions: 69x88x57 mm, 4 unit module for DIN rail.
- Dual mode operation: pulse (default) or bistable.

LOCATION

Install the device in an area where there is a good GSM/GPRS signal. This zone can be identified near the automation you wish to connect, but its proximity to the gate is not particularly important unless you want to open it via the bluetooth1 App. However, it is advisable to proceed with simple field checks before installing the actuator.

INSTALLAZIONE

The device is equipped with a relay to process the open command. The device can be installed in an electrical panel or alternatively in the box fitted with DIN rail (EN 50022). Outdoor installation require the use of a suitable sealed container such as an IP65 weather sealed box.

BGates GT can operate in two modes:

- Pulse (factory default setting): the device closes the relay for the number of seconds set (factory settings: 2 seconds).
- Bistable: the device closes the relay until the next command.

¹ **ATTENTION:** if the device is to be controlled via the Bluetooth app, it must be installed near the automation you want to open.

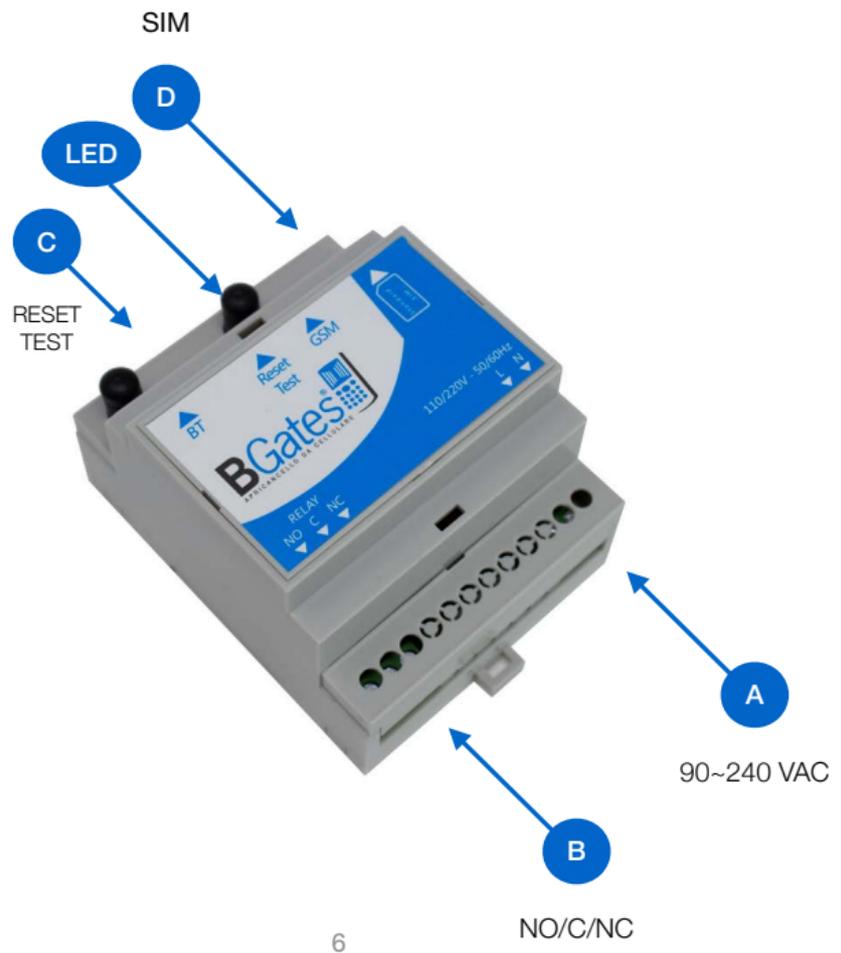


Fig. 1

OPERATION OF THE BGates GT TERMINALS (Fig. 1)

A) Terminal board M1

90- 220V power supply

B) Terminal board M2

Automation open control relay. Relay contacts: - NO normally open

- NC normally closed

- C common

C) SW1 button - Reset to factory settings / Test

Turn on the module, wait for the LED to flash fast. Press and hold the TEST button for 30 seconds. Wait 1 minute. The device has been restored to the factory configuration..

CAUTION: *This procedure deletes all registered telephone numbers and restores messages and settings to their initial values (including password to 0000).*

D) Seat for inserting SIM Card

The SIM inserted must be configured without the PIN number

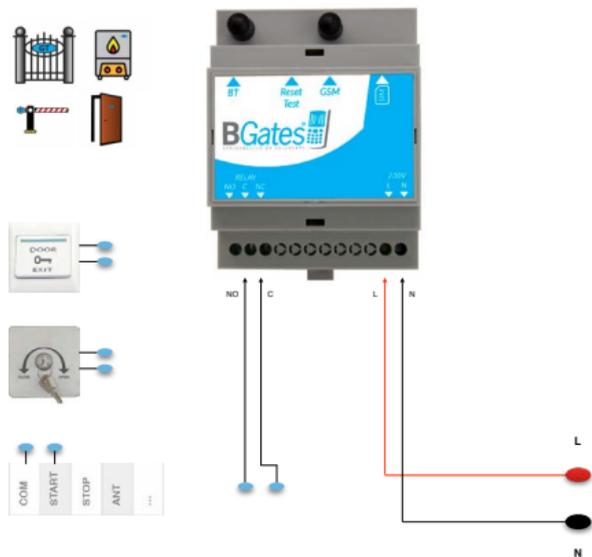
If a SIM configured with a PIN request is inserted, the device will not work.

The connections to the control relay must be made according to the type of device to be automated. The simplest approach is to identify the opening button/key of the device to be automated and connect in parallel. If the system does not have one, refer to the manual of the system to be automated to identify the correct connection with the control unit in order to automate the opening. Once powered, BGates GT proceeds with the registration on the GSM network or via the Bgates GT Bluetooth app. The registration phase can take a few minutes.

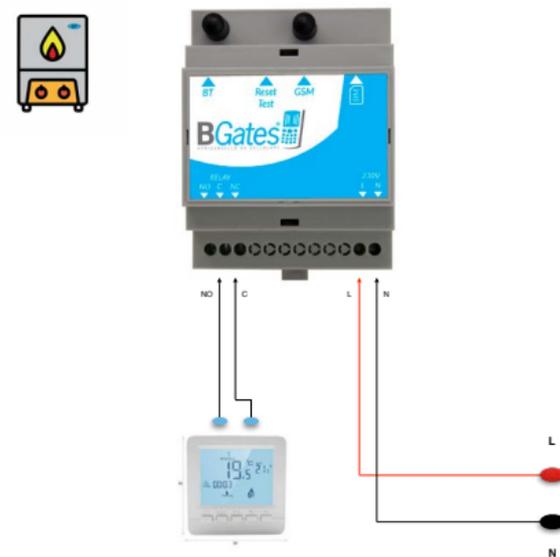
After this operation, the system is ready for use.

TECHNICAL DRAWINGS BGATES GT

Pulse

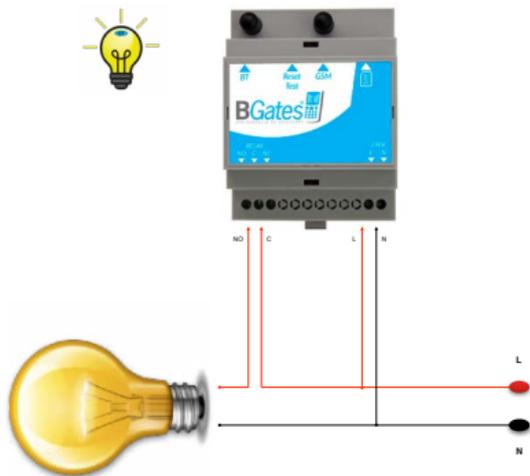


Bistable/Timer for thermostat consensus



TECHNICAL DRAWINGS BGATES GT

**Bistable / Timer
for resistive load less then 10A
28DC, 10A 240VAC**



**Bistable / Timer with additional Relay
for inductive load more then 5A 28VDC,
5A 120VAC**



**Low GSM signal < 9.0 use
external antenna SMA male
connector**



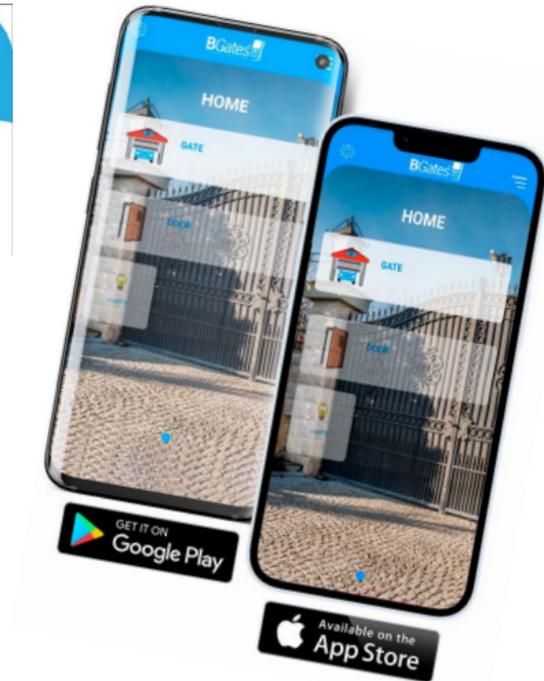
User / operator instructions

BGates GT can be used via SMS from a simple GSM mobile phone or via Bluetooth using the BGates GT APP.

USE FROM SMARTPHONE WITH APP ACTIVATION OF BGates GT

To activate the BGates GT via Bluetooth, you can use the APP available on the Apple Store and on the Google Play Store. With the APP it is possible to open an infinite number of gates (each gate must be controlled by a BGates GT device). The instructions for configuration and use are contained in the APP itself.

Download the BGates GT app for Apple and Android



Smart Start

BGates is delivered with the Smart Start function active.

This means that the device does not need any programming for use. Just call the number of the inserted SIM or activate it via the App via Bluetooth and BGates GT will activate the relay by opening the gate or the associated automation.

Deactivate the Smart Start function if you prefer that BGates GT opens only to the memorized numbers and proceed with its programming described in the following pages.

USE FROM MOBILE PHONE BY SMS

ACTIVATION OF BGates GT

1. Preliminary step

- Store the telephone number of the active SIM that will be inserted in the BGates GT in the address book of your mobile phone (it is advisable to save this number in the first places of the address book or in the fast memory).
- Insert the SIM into slot (D) of your BGates GT.

Check that your mobile phone number is not hidden: if you want to keep it hidden, you will need to add the code *31# before the BGates GT SIM phone number (e.g. *31#34812345678).

If the hidden number is that of a landline, you must contact your operator. If it is that of a switchboard, change the settings of the switchboard.

Setting the personal password

BGatesGT has a default password that is 0000.

We strongly recommend you to change it with a new password and to keep it secret, writing it down in a safe place. The password may contain only 4 numbers.

- Send an SMS using your mobile phone to the number active on the SIM card inside the B Gates GT device, using the following formula (without spaces between words):

oldpassword,P,newpassword
(example: 0000,P,1234)

You will receive a SMS to confirm the change.

WARNING: *if for any reason you lose your password, you need to reset the BGates GT to factory settings. All registered phone numbers will be deleted and messages and settings will be reset to their initial values (including password to 0000).*

Enabling the numbers authorized to open the gate

It is possible to enable up to a maximum of 500 numbers, including fixed numbers, by entering the telephone number **with or without** the international prefix.

- Send an SMS to BGates GT using the following text:

password,I,phonenumber
(example: 1234,I,347123456789)

- Up to 9 numbers can be entered with a single SMS with the following command:

**password,MI,phonenumber1,
phonenumber2,phonenumber3, etc**
(example: 1234,MI,347123456789,23456789)

NB: We strongly recommend that you do not give your BGates password to any other users, but instead authorise each mobile phone number individually.

**You can now open
the gate!**

**Dial the number of your
BGates G T!**

Please see the table “ENABLE SMS COMMANDS” for instructions on how to delete enabled numbers, how to enable or disable the SMS response to commands and all other functions.

Smart ON - BGates is delivered with the Smart Start function active (default). This means that the device does not need any programming for use. Just call the number of the inserted SIM and BGates GT will activate the relay.

Smart OFF - By deactivating the “Smart” function with command number A2, you will have to enter the numbers enabled for relay activation.

ENABLE SMS COMMANDS

The enabling commands allow you to manage the database of telephone numbers authorized to activate the device.

To modify the functions of BGates GT, send an SMS to BGates GT writing the “Command Text”

	Function	Command text via SMS	Note
A1	Smart Start ON Default password: 0000	password,E,SMART=ON ex. 1234,E,SMART=ON	Open to all calls (factory default)
A2	Smart Start OFF	password,E,SMART=OFF ex. 1234,E,SMART=OFF	Open only to memorised numbers

	Function	Command text via SMS	Note
1	Change password Default password: 0000	oldpassword,P,newpassword ex. to change the default password (0000) with a new one (1234) type: 0000,P,1234	A response SMS "Your password has been changed" will be sent to you as confirmation.
2	Enabling a new mobile phone to open a gate	password,I,phonenumber ex. 1234,I,347123456789 (phone number with or without international country code)	You will receive an SMS message reading "phonenumber successfully inserted" as confirmation of the process.
3	Multiple enabling of mobile phones for gate opening	password,MI,phonenumber1,phonenumber2,phonenumber3,...	Enabling command by simply sending an SMS, up to 9 telephone numbers
4	Deleting a phone number enables to open a gate	password,D,phonenumber ex. 1234,D,347123456789 (number with or without international country code)	You will receive an SMS message reading "numerotelefono successfully removed" as confirmation of the process.
5	Check number (of an enabled phone)	password,C,phonenumber ex. 1234,C,347123456789	You will receive SMS message: "found in phonebook" if enabled; "not found in phonebook" if not enabled.

BASIC SMS COMMANDS VALID IN EVERY OPERATING MODE

Basic commands that are common to all operating modes of the BGates GT (Pulse, bistable, timer).

	Function	Command text via SMS	Note
6	Check the status of the BGates GT device(status, firmware version, level GSM signal)	password,E,PING ex. 1234,E,PING	You will receive a response SMS with the status of the BGates GT device, the firmware version and level antenna (ex. GT Running, firmware x.y.z, signal 20,0 ecc.)
7	Delay Answer , Function that can be activated which solves the problem of double opening of the relay during call.	password,E,DC,seconds ex: 1234,E,DC,10	Factory default: 0 seconds -
8	Deactivating a response SMS for Enabling/Deleting a mobile phone number	password,E,A0	
9	Activate reply SMS on entering numbers (default) commands 2,3,4	password,E,A1	This function is already factory activated (default)

	Function	Command text via SMS	Note
10	Deactivate reply SMS on on acceptance commands	password,E,A2	
11	SMS response activation on command acceptance (default)	password,E,A3	A response SMS "Command accepted" will be sent for each command accepted by the device
12	Factory reset command	password,E,FACTORY	This command erases all registered phone numbers and resets messages and settings to their initial values (including password to 0000).
13	Total number of phones entered	password,E,DIR	A reply SMS "Total active numbers: nn" will be sent
14	Factory settings reset command keeping the numbers database	password,E,RESET	All settings will be restored to the factory values without deleting the phone numbers entered

	Function	Command text via SMS	Note
15	Device restart command	password,E,REBOOT	Restart the device.
16	Setting command Automatic reboot after n hours. The reboot is done as long as the timer has expired	password,E,AREBOOT,hours[1-240]	Programmatic restart procedure of the device every [n] hours.
17	Opening command with SMS	Open	Triggers the relay both in impulse and bistable. If in Smart=OFF only to enabled numbers (from firmware 1.1.117)
18	TOTAL deletion of numbers stored in BGates GT	password,E,DELETE	ATTENTION: This command deletes all numbers stored in BGates GT

IMPULSE MODE SETTING SMS COMMANDS (DEFAULT)

The behavior of the BGates GT in impulse mode when making a telephone call to the inserted SIM number is to activate the relay for two seconds (default) and then deactivate it. The relay is activated for all calling numbers in SMART ON mode, and only for numbers enabled in SMART OFF mode.

	Function	Command text via SMS	Note
19	Pulse operating mode setting (factory value)	password,E,M,1	Pulse mode
20	Setting pulse duration	password,E,PS,seconds es. 1234,E,PS,5 (5 sec pulse duration)	Factory setting: 2 seconds
21	Device activation in pulse mode (You can send a sms to activate the relay instead of making a call to the device)	password,PULSE,seconds	Set the device to pulse mode and simultaneously activate the relay for the specified duration. The device will send a confirmation SMS

	Function	Command text via SMS	Note
22	Activate reply SMS "GT pulse"	password,E,B1	
23	Disable SMS reply "GT pulse" (default)	password,E,B0	Factory setting
24	Set the pulse length in tenths of a second	password,E,PSS,tenths_sec	Some automations need to adjust the length of the Relay activation more precisely.

SMS COMMANDS FOR BISTABLE MODE SETTING

The behavior of the BGates GT configured in bistable mode to the telephone call to the number of the inserted SIM, is to activate/deactivate the relay. If the call is dropped, the relay status will be reported (according to the configured response modes).

	Function	Command text via SMS	Note
25	Bistable operating mode settings	password,E,M,2	Bistable mode
26	Setting bistable time-delay reply	password,E,DS,seconds es. 1234,E,DS,10 (delay 10 sec)	Factory setting: 10 seconds
27	Checking status in bistable mode	Call and hang up before the time-delayed response set (default 10 sec.)	A response SMS will provide relay status (ex. "GT ON" or "GT OFF")
28	Device activation in bistable mode with SMS (You can send a text message to activate the relay instead of making a call to the device)	password,BS,ON	Set the device in bistable mode and simultaneously activate the relay. The device will send a confirmation SMS type T1, T8 (see SMS texts)

	Function	Command text via SMS	Note
29	Deactivation Bistable or Timer (advance*) *to deactivate the Timer function before the set time has reached 0	password,BS,OFF	Turn off the relay. The device then remains in Bistable or Timer mode depending on the previous setting and sends a T2,T9 type confirmation SMS in accordance with the memorized mode
30	Check Bistable/Timer status	password,BS,CHECK	Check the status of the device by sending a T1,T2,T8,T9,T10 type SMS in response. In Timer mode, the SMS will contain the countdown of the remaining minutes.
31	Activate the call back for bistable state	password,E,C2	The device answers with a call back if the relay is active. (no SMS)
32	Enable bistable reply SMS (default)	password,E,C1	The apparatus replies with a T1, T2 type SMS to indicate the status of the bistable
33	Disable bistable reply SMS	password,E,C0	No message is sent when the bistable state changes.

SMS COMMANDS FOR TIMER MODE SETTING

The behavior of the BGates GT configured in TIMER mode when making a telephone call to the inserted SIM number is to activate/deactivate the relay. The relay will automatically deactivate once the timer time is finish. If the call is interrupted by the user, it will be signaled with an SMS with the status of the timer.

	Function	Command text via SMS	Note
34	Set the device in TIMER mode	password,E,TIMER,minutes es. 1234,E,TIMER,120	Values from 1 to 1440 minutes (max 24 hours) After setting, to start the timer, call the device
35	Set the device in TIMER mode and simultaneously activate the relay at the end of the set time.	password,BS,minutes	Values from 1 to 1440 minutes (max 24 hours)
36	Deactivation Bistable or Timer (advance*) *to deactivate the Timer function before the set time has reached 0	password,BS,OFF	Turn off the relay. The device then remains in Bistable or Timer mode depending on the previous setting and sends a T2,T9 type confirmation SMS in accordance with the memorized mode

	Function	Command text via SMS	Note
37	Check Bistable/Timer status	password,BS,CHECK	Check the status of the device by sending a T1,T2,T8,T9,T10 type SMS in response. In Timer mode, the SMS will contain the countdown of the remaining minutes.

SMS COMMANDS OF NOTIFICATION MANAGEMENT

Notifications allow you to notify configured phone numbers via SMS when predetermined events/actions occur.

NTF1 - (incoming SMS redirect): All SMS excluding all command SMS are sent to the numbers configured to receive notification.

	Function	Command text via SMS	Note
38	Enabling mobile phone numbers to receive NTF1 notification	password,NTF1,INS,pgonenumber,... (max 5 numbers)	
39	Deleting enabled mobile phone numbers NTF1	password,NTF1,DEL	
40	Verification of authorized numbers	password,NTF1,CHECK	
41	Command to send an SMS from the SIM inserted in the device.	password,FWD,phonenumber,text	ex. to ask for the remaining SIM credit, if the NTF1 command is active, the user will receive the reply SMS.

NTF2 - (statistics): The device stores a series of information (number of relay activations, number of restarts, SMS received, SMS sent) to be sent to the numbers configured to receive the notification. The notification is sent on command request.

	Function	Command text via SMS	Note
42	Enabling mobile phone numbers to receive NTF2 notification	password,NTF2,INS,phonenumber,.... (max 5 numbers)	SMS received type "Open:0 Restart:1 SMS received:4 sent:2"
43	Deleting enabled mobile phone numbers NTF2	password,NTF2,DEL	
44	Verification of authorized numbers	password,NTF2,CHECK	
45	Command to have the statistics SMS sent to the configured numbers.	password password,NTF2,SEND	SMS received type "Open:0 Restart:1 SMS received:4 sent:2"
46	Reset counters	password,NTF2,RESET	

NTF3 - (Relay notification): The device sends a notification SMS to the set numbers, each change in the relay status

	Function	Command text via SMS	Note
47	Enabling mobile phone numbers to receive NTF3 notification	password,NTF3,INS,phonenumber,.... (max 5 numbers)	Received SMS type "Pulse phone number"
48	Deleting enabled mobile phone numbers NTF3	password,NTF3,DEL	
49	Verification of authorized numbers	password,NTF3,CHECK	

NTF4 - (notify LOW signal): The device sends a notification SMS to the numbers set whenever the signal level of the GSM network is lower than the set "trigger" value.

	Function	Command text via SMS	Note
50	Enabling mobile phone numbers to receive NTF4 notification	password,NTF4,INS,phonenumber,... (max 5 numbers)	
51	Deleting enabled mobile phone numbers NTF4	password,NTF4,DEL	
52	Verification of authorized numbers	password,NTF4,CHECK	
53	Set the signal value below which the notification SMS will be sent	password,NTF4,TRIGGER	For example. having configured a trigger value equal to 22, if the received GSM signal becomes lower, an SMS will be sent such as: "GMS quality signal < 20 (22)"

CUSTOMIZATION SMS RESPONSE TEXT (MAX 160 CHARACTERS)

The following commands allow you to customize and/or locate all messages sent by the device. SMS text.

	Function	Command text via SMS	Note
54	Editing of SMS response text to command accepted successfully	password,E,T0,new text	Default SMS: "Command Accepted"
55	Change bistable response text (ON)	password,E,T1,new text	Default SMS: "GT ON"
56	Change bistable response text (OFF)	password,E,T2,new text	Default SMS: "GT OFF"
57	Change SMS response text to the "Verify Number" command 52 (for an enabled number)	password,E,T3,new text	Default SMS: "found in phonebook"
58	Change text SMS response "Verify Number" command 52 (for a number not enabled)	password,E,T4,new text	Default SMS: "not found in phonebook"

	Function	Command text via SMS	Note
59	Changing the response SMS text to command 2 "Enabling an opening phone number..."	password,E,T5,new text	Default SMS: "successfully inserted"
60	Changing the response SMS text to command 3 "Deleting an enabled phone number..."	password,E,T6,new text	Default SMS: "successfully removed"
61	Changing the response SMS text to command 1 "Change Password"	password,E,T7,new text	Default SMS: "Your password has been changed"
62	Change Timer (ON) response text	password,E,T8,new text	Default SMS: "Timer ON"
63	Change Timer (OFF) response text	password,E,T9,new text	Default SMS: "Timer OFF"
64	Change pulse state text	password,E,T10,new text	Default SMS: "GT in pulse mode"

	Function	Command text via SMS	Note
65	Edit SMS text "GT pulse"	password,E,T11,new text	Default SMS: "GT pulse"
66	Edit SMS text "Number already present"	password,E,T12,new text	Default SMS: "Number already present"
67	Edit SMS text "Memory error"	password,E,T13,new text	Default SMS: "Memory error"
68	Edit SMS text "Multiple insert results (NEW/ALREADY PRESENT)"	password,E,T14,new text	Default SMS: "Multiple insert results (NEW/ALREADY PRESENT)"
69	Edit SMS text "Total active numbers:"	password,E,T15,new text	Default SMS: "Total active numbers:"

REMOTE FIRMWARE UPDATE SMS COMMANDS VIA FTP

The following commands allow you to set the commands necessary for updating the firmware version installed in the device. The update requires that the SIM has an active GPRS data connection. If a new firmware version is present, it is downloaded and subsequently activated.

	Function	Command text via SMS	Note
70	Command to configure the SIM provider's APN	password,E,APNSET,name APN	Default ""
71	Command to configure the user of the SIM provider's APN	password,E,APNUSER,user APN	Default ""
72	Command to configure the SIM provider's APN password	password,E,APNPWD, password APN del provider	Default ""
73	Command to activate the firmware update procedure	pwd,E,FTPCHECK	The update takes approximately 2 minutes. If the operation is completed correctly, the Bgates GT device will reply with an SMS of the type: "FTP RESULT OK: 0 Len:153460"

REMOTE FIRMWARE UPDATE VIA BLUETOOTH

Refer to the Bgates GT App and see the update procedure on our website www.bgates.it. the following command is to be used only for Firmware 1.1.34 and earlier.

	Function	Command text via SMS	Note
74	Command to put device in DFU mode for firmware update via Bluetooth	password,E,BOOTLD	To be used for Firmware 1.1.34 and earlier

FAQ

How much does the BGates Business App cost?

The BGates GT APP can be downloaded from the Apple and Google Android stores at a cost of 4.99 Android and 5.99 IOS.

Is there a monthly or annual cost to use BGates GT?

The BGates GT device does not, but the SIM installed will have an annual maintenance cost depending on the network operator.

Does BGates GT work with all SIM?

BGates GT has been certified for the most important European telephone operators excluding SIMs that only use VOIP technology (for example operator 3).

Is a professional installer required?

The BGates GT device is easy to install, just power it up and connect it to the opening command (key, button, etc.) of the automation (gate, box, door, etc.). Since there is high voltage, we recommend contacting a trusted electrician.

Can I manage and control multiple BGates GT from the same application?

Yes, all BGates GT devices can be controlled from the App, there is no limit.

Does BGates GT work in every country?

Yes, thanks to the quadband technology (850 / 900 / 1800 / 1900 MHz) the device works in all European countries where 2G network is present.

How much does the call cost to open the gate?

The call is completely free as the BGates GT device does not answer by rejecting the call. Any SMS programming or notification will cost according to the tariff plan agreed with the operator. (SMS notifications can be disabled).

What size SIM does BGates GT use?

It uses standard SMS, though microSIM or nanoSIM can be used with an adapter.

Does BGates GT work with all gate automation devices?

BGates GT is 100% compatible with all gate automation devices.

Can I still use my old remote control?

Certainly, BGates GT adds an extra function, letting you use your phone as a remote control. However, your old remote will still continue to work.

Can I customise the response SMS?

Sure, you can change all of the SMS texts via App or SMS.

Can it be installed on a building complex gate?

Yes, but this must be approved by the building Board of Directors.

Is BGates GT a safe system?

Yes a lot! By using caller ID for identification, unknown callers are ignored.

General conditions of warranty

The warranty on products sold by the Business Gates Srl lasts twenty four months from the shipping date of the material.

The obligation of the warranty on equipment manufactured or sold by Business GatrS Srl, as identify by the BGates brand, cover the replacement or repair of parts that at our sole discretion prove to be affected by factory defects or vices.

The warranty excludes all parts typically subjected to sliding or rolling friction and wear. It also excludes warranty on parts potentially subject to oxidation or corrosion if not properly used or maintained (collectors, conductors and contacts made of copper or metal alloys, internal or external parts of electrical machines, and electrical, electronic or mechanical devices).

The repair of individual equipment will always be formed at our headquarters or at one of the companies authorise by Business Gates Srl.

Equipment manufactured by third parties, delivered by the Customer or by a supplier thereof for processing to Business Gates Srl, and included in the supply of the material sold by Business Gates Srl are, however,

subject to the warranty clauses provided by their relative manufacturers.

Business Gates Srl is not subject to warranty obligations for faults, failures and/or inefficiens arisinf from causes such as improper installation, voluntary or involuntary tampering, poor maintenance, neglect and end-user inability. Modifications and repairs carried out by person not authorised in writing by Business Gates Srl will void the warranty.

The materials replaced under warranty remain the property of Business Gates Srl. In the event of special conditions agreed in writing between Business Gates Srl and the Customer before the sale, we provide for the early shipment of the replacement equipment by Business Gates Srl; all faulty equipment must be returned within 15 days. by and at the Customer's expense. Otherwise all the parts will be charged at list price in effect at the time of their shipment.

Business Gates Srl is not liable for any delays in carrying out work under warranty.

Delays or failure to provide payment, even partial, of the supply shall suspend any warranty.

The warranties do not give the Customer any right to suspend or delay payments, which in each case will be made in the forms and methods established when the order is placed (and specified in our written order confirmation).

Furthermore, Business Gates Srl reserves the right to void the warranty of the products sold if:

- labels or plates bearing the logo of the manufacturer and the serial number or code have been erased or removed;
- the product shows signs of wear, meaning it has been altered or subjected to mechanical processes not authorised by the Business Gates Srl;
- the product has been used in a manner inconsistent with the instructions provided, or for purposes other than those for which it was designed.

The warranty applies exclusively to the direct customer of Business Gates Srl. Anyone with equipment that meets the expected requirements and as above but has not purchased it from Business Gates Srl but from other Companies (retailers, installers and manufacturers of all types) must contact their Supplier for the warranty.

Customer returns of the faulty product:

The product considered defective must be sent to the address of the Business Gates Srl free of any expense.

Repair by Business Gates Srl of the defective product:

In the event that our technical inspectors see it fit to apply, the product will be repaired or replaced; otherwise, the repairs will be made at the expense of the Customer and no estimate provided unless specifically requested.

The cost of labour, disassembly, reassembly, transport for external intervention of our staff and return of the repaired or replaced products shall be borne by the customer when the warranty is applied.

These conditions are understood to be fully accepted by the Customer.

Customer Service

From Italy

Free Number

800 09 01 02

From Monday to Friday

9.00-13.00 / 14.00-18.00

From Abroad

Write to:

info@bgates.it

Only in English

e-mail

info@bgates.it

Business Gates S.r.l.

Via Ripamonti, 44

20141 Milano

Tel. 02 52 20 18 38 - Fax 02 52 20 18 20

www.bgates.it - info@bgates.it