



Betafence Limited

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Betafence is the European leader in physical perimeter
fencing systems and access control.

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BEKassureTM
Independently audited
performance guarantee

Lots of fencing companies talk about product quality. Only one can guarantee it.

Perimeter fencing that is installed incorrectly, poorly maintained, or in any way inappropriate, will create a negative impression. The security and safety risks will be self-evident, but visibly poor provision at the all-important boundary conveys a wider message of apathy and inefficiency.



B BETA FENCE



Europe's No 1 manufacturer

We are a company founded on the belief that installed perimeter fencing should address a variety of issues:

- Demonstrate effective security and a visible statement of purpose
- Privacy
- Boundary definition
- Security
- Project a positive corporate image
- Reflect social responsibility through sensitive design and attractive appearance

This broad commitment to quality is embodied in the **BEKassure™** 10-year guarantee covering the supply and installation of Betafence fencing systems.

A guarantee worth having

BEKassure™ 10-year guarantee covers the supply and installation of Betafence fencing systems. It reflects the confidence Betafence has in its products and offers total peace of mind to Betafence customers.

A guarantee is as good as the organisation that provides it. Customers receiving the **BEKassure™** guarantee can have confidence that it is provided by Europe's No1 manufacturer of high quality fencing and part of the Global Betafence Group.

At no cost

A **BEKassure™** guarantee costs our customers nothing.



The BEKassure™ guarantee

The BEKassure™ guarantee – Reassurance without risk

The **BEKassure™** 10-year guarantee is the industry's only independently audited guarantee. It protects you against sub-standard installation and product performance. It's a free, added benefit to users of the **PRO-net™** licenced contractor network and a committed illustration of our confidence in both our products and licenced contractors.

Systems covered by a BEKassure™ guarantee

BEKassure™ guarantees are available for Betafence complete 'panel and post' systems. Individual components are not covered by **BEKassure™** guarantees, but are subject to Betafence's normal obligations regarding quality.

Systems carrying a **BEKassure™** guarantee must be specified in accordance with the Betafence Technical Advisory Service and installed by a Betafence **PRO-net™** licenced contractor.

A guarantee for owners

BEKassure™ guarantees provide fence owners with the assurance that their fencing systems meet the highest standards of quality and installation.

Independent auditing

The installation of all fencing systems carrying a **BEKassure™** guarantee is monitored by an independent auditing body.

Non-confrontational auditing ensures that correct installation procedures are followed, and that the fencing installed complies with its original intended specification. Should problems be identified, the monitoring process allows for the issues to be resolved amicably on site. Only after this installation is independently audited will a **BEKassure™** guarantee be issued.

Obtaining a BEKassure™ guarantee

BEKassure™ guarantees are available for all Betafence panel systems that are supplied and maintained in accordance with the **BEKassure™** Terms and Conditions.

A **BEKassure™** guarantee is issued to the final customer or end user when the fencing installation is completed satisfactorily and accepted by the independent auditor.

Betafence PRO-net™ Licenced Contractors

To ensure the highest standards of installation, Betafence has created the **PRO-net™ Licenced** contractor network. **PRO-net™** contractors have earned their status through exacting assessments of technical competence and quality of service.

PRO-net™ licenced contractors are fully independent, which means they take individual responsibility for maintaining Betafence's high standards.

Licences are only awarded to contractors who have been certificated as complying with the Betafence **PRO-net™** Chartered or Licenced Contractor schemes.

Entry to **PRO-net™** is open to all independent contractors who are able to meet the necessary performance and quality criteria. Licences are awarded for one year only and all contractors are re-assessed annually.

PRO-net™ contractors are **independently audited** to ensure that all installation work meets the high standards demanded by the **BEKassure™** guarantee.

PRO-net™ Chartered Contractors

This is the highest status of Betafence licenced contractors. **PRO-net™ Chartered** Contractors undergo rigorous evaluation to meet measurable standards of competence, and commit to programmes of continuous improvement through annually agreed key performance indicators, essential for our unique **BEKassure™** 10-year guarantee.

PRO-net™ Licenced Contractors

These are contractors who are Betafence licenced to carry out work for the award of a **BEKassure™** 10-year guarantee covering product and installation.



BEKassure™ guarantee

This is a summary of the contents of the **BEKassure™** guarantee. Full terms and conditions are available on request.

Cover

The repair/replacement costs arising from the failure of the 'Works Guaranteed' (product installation) as described in the works guarantee.

Indemnity cover up to the total contract value

Year 1	100% of the repair costs
Year 2	100% of the repair costs
Year 3	90% of the repair costs
Year 4	90% of the repair costs
Year 5	80% of the repair costs
Year 6	80% of the repair costs
Year 7	60% of the repair costs
Year 8	60% of the repair costs
Year 9	50% of the repair costs
Year 10	50% of the repair costs

Owners' obligations to Betafence

Betafence Limited must approve the conditions of use for its fencing. Should these conditions change during the life of a BEKassure™ guarantee, then Betafence must be informed so that any effects on the cover can be assessed. In some circumstances such changes of use may invalidate the guarantee.

The owner of a Betafence fence also has a responsibility to exercise a duty of care, covering maintenance and repair, during the term of a BEKassure™ guarantee. Full details are contained in the BEKassure™ guarantee document.

Claims conditions

- 1 All claims must be made in writing to Betafence, notifying the extent of the damage to the 'Works Guaranteed' and estimated repair costs. Failure to notify Betafence immediately upon becoming aware of the damage may invalidate the policy.
- 2 The client will carry out and permit any reasonable action, which may avoid a claim or prevent further damage.
- 3 No works should commence until the damage has been inspected by the independent auditor.
- 4 The client is obliged to have repairs carried out within an agreed time limit by a licensed PRO-net™ contractor.

Duty of care

It is the duty of the owner to ensure that any damage, regardless of how it occurs, is repaired immediately upon becoming aware of such damage. All repairs, whether permanent or temporary, must be carried out by a qualified licenced PRO-net™ contractor. All moving parts related to gates should be agreed as necessary and oiled/greased at regular intervals. Failure to perform this duty of care may invalidate any claim.

Exclusions

- 1 Any claims in respect of injury, death, disease, illness or loss damage to any material property (other than the Works Guaranteed) or any financial or consequential loss or damage of any kind or description arising from the carrying out of the Works Guaranteed or any subsequent repair work arising from the client or any other party.
- 2 Damage to the Works Guaranteed due to or arising from:
 - a) Use of the works in a manner outside the parameters for which they were originally designed.
 - b) Normal wear and tear and ageing, failure to fulfil 'duty of care'.
 - c) Poor or faulty maintenance
 - d) The underlying ground or sub-base of the Works which do not form part of the Works Guaranteed.
 - e) Shocks and impacts or friction damage which the fence was not initially designed to withstand.
 - f) Chemicals, steam, liquids or materials unless the fence has been initially designed to withstand their actions and has been agreed by the independent auditor. The permanent exposure to chemical or mechanical destructive elements such as dust, smoke, toxic materials, vehicle movements except if the scope of the Guarantee is in respect of the permanent effects of these elements.
 - g) Fire, lightning, explosion, earthquake, subsidence, heave or collapse (other than where such subsidence, heave or collapse is solely in respect of the Works Guaranteed and not to any other supporting or surrounding property), storm, flood, subterranean fire, changes in the water table, rising humidity or any other external force or influence which the Works Guaranteed were not designed to withstand.
- 3 Damage to any products, systems or works which have not been supplied or installed by Betafence Ltd and do not form part of the Works Guaranteed.
- 4 Damage arising directly from any of the qualifications or exclusions contained in the Guarantee Certificate following the final report of the independent auditor.
- 5 Damage to the Works Guaranteed by the wilful or intentional actions of the Client or any other Third Party.