



Warranty

Hörmann products are manufactured to the highest quality standards and leave our factory only after rigorous quality testing. However, if you should have grounds for complaint, this section tells you what our door warranty offers, and how to go about making your claim.

In the unlikely event of a warranty claim becoming necessary, please contact the dealer or distributor who originally supplied your garage door. Your dealer should then supply details of the claim, together with a copy of the warranty card provided with the door and proof of purchase to the Product Services Department at Hörmann (UK) Ltd. To enable your claim under warranty to be processed as quickly as possible, you should provide the following details:

- 1 Your name, address and telephone number
- 2 Original invoice with date of purchase
- 3 Product description/door type and product number
- 4 Description of defect

An assessment of the claim will then be made. This may require Hörmann to inspect the product in-situ. In the event that there is no legitimate warranty claim under the terms specified herein, you may be liable for the costs of the inspection visit. We strongly recommend that you take note of the care and usage instructions displayed on the stickers on the back of your garage door, and on the page opposite, and that you follow these instructions throughout.

Hörmann (UK) Ltd Garage Door Warranty

Warranty Period

The purchaser is granted a warranty covering the safe and reliable function of the Hörmann garage door for a period of 10 years from the date of purchase. A 5 year warranty applies to springs, wire cables, track rollers, hinges and guide rollers. The warranty period for replacement parts is 6 months or to the end of the current warranty period, whichever is longer. In the case of foilcoated timber-effect, a warranty of 5 years is granted, for timber and GRP doors a warranty of 2 years is granted on the door panels alone under the terms and conditions specified herein. The door mechanism and steel frame (if applicable) is covered by the 10 year warranty period.

Requirements

Warranty claims are only applicable in the country where the garage door was purchased. The product must have been purchased through our authorised distribution channels. The warranty only covers damage to the contract object. The fully completed warranty card together with the receipt of purchase correspondingly dated substantiates your right to claim under the warranty.

Performance

During the warranty period we undertake to rectify any and all defects to the Hörmann product which can be proved to be attributed to a material or manufacturing fault. We pledge at our discretion either to exchange the defective merchandise for faultless merchandise, repair it or allow a reduction in price. We do not accept costs for dismantling and installation nor for carriage.



Replaced parts become our property.

The warranty does not cover damage caused through:

- normal wear and tear
- improper installation
- negligent care and maintenance
- improper initial and subsequent operation
- negligent or wanton destruction
- external influences such as fire, water, salts, alkaline solutions, acids, abnormal environmental influences
- mechanical damage through improper transport and fitting
- priming and other surface protection treatments
- incorrect or too late applied surface protection treatments
- repair by non-qualified persons
- using non-Hörmann parts without the approval of the manufacturer
- removal of the product number or making it unidentifiable

Electric Operator Warranty

A separate 5 year warranty is granted on our electric operators. This includes operator mechanics, motor and motor control systems. A 2 year warranty is granted on radio equipment, accessories and system controls. There is no warranty on consumables (e.g. fuses, batteries, bulbs etc.).

User Information/Care

Finish - Steel Doors

The coating process applied to the door and chassis is environmentally friendly. Minor scratches or marks are not covered under the conditions of our warranty and should be repaired immediately to prevent corrosion and deterioration of the panel. Corrosive substances such as acids, alkalines, and salts, etc. should be cleaned from the door immediately; failure to do so will result in deterioration of the finish, which will not be covered under our warranty. Should deterioration of the finish start to occur you will need to repaint your door immediately. Prepare the surface lightly with wet and dry. Then treat with solvent based 2 pack epoxy wash primer and a normal commercial paint (cellulose paint must not be used). Hörmann steel doors are a finished product. They do not require re-painting on site. They are however not immune to damage, which can occur at any stage of the handling of the product from factory to site.

**Finish - Timber Doors**

Timber panels are coated with a neutralising base-stain. Doors must be stored upright, under cover, with wrapping intact, until wrapping is removed. As soon as the door is unwrapped, one coat of a good quality basecoat primer must be applied to both sides of the door. Immediately after installation, your timber doors require a further two coats of a good quality exterior wood finish on both sides. Initial application and periodic treatment should be carried out strictly in accordance with the woodstain manufacturer's instructions. Failure to follow these instructions will result in early deterioration of the timber panel.

Finish - GRP Doors

GRP door panels should periodically washed down using water. This should be done more frequently if fitted near the sea. Bird droppings will bleach the finish on GRP. and should be removed using water as soon as possible. GRP doors should not be painted over.

Paint Finish - Steel Doors

Minor surface damage can easily be repaired using touch up sprays or sticks without invalidating warranties.