

Tilt-a-dor garage doors are supplied with a 2 year guarantee against manufacturing defects and a 10 year limited guarantee on the exterior finish, subject to the general conditions stated below. In the unlikely event of a warranty claim becoming necessary, please contact the distributor who originally supplied your garage door. An assessment of the claim will then be made by the distributor. To enable your claim to be processed as quickly as possible, you should provide the following details:

- Your name, address and telephone number
- Original invoice with date of purchase
- Product description / door type and serial number
- Description of defect

Warranty terms

During the warranty period Tilt-a-dor Limited (hereinafter referred to as “the manufacturer”) warrants to the original purchaser (“the buyer”) that the garage door (“the product”) sold under this warranty will be free from defects in material and workmanship for a period of 2 years from the date of purchase.

The manufacturer undertakes to rectify any defects to the product which can be proved to be attributed to a material or manufacturing fault. In the event of a justifiable and agreed claim, the liability of the manufacturer for any loss or damage or injury arising directly or indirectly from any defect is limited to replacement or repair of such product or to damages not exceeding the invoice value of such product at the option of the manufacturer. This warranty is limited to parts only and excludes labour costs and carriage.

General conditions

The product must have been purchased through and installed by an authorised distributor recognised by the manufacturer. The warranty is subject to the following conditions:

- The product must be free of impact or mechanical damage, scratches, tears, scuffs or other surface abrasions.
- Surfaces must be freely exposed to washing by rainfall and kept clear of bird droppings, accumulated dirt and debris.
- The exterior finish guarantee applies only to the weatherside and where more than 5% of the surface area of any one product is affected.
- Corrosion, discolouration or other effects arising from elements within the building or from abnormal pollution or contact with aggressive fumes or chemicals are excluded.
- The warranty begins at the time of first delivery of the product by the manufacturer.
- This warranty is valid for doors sold in the UK and RoI only.

The manufacturer disclaims any liability of whatsoever nature in respect of any claim or demand loss or damage which arise through: -

- accidental damage to or normal wear and tear to the product or to its components
- improper installation, adjustment or operation
- negligent care or incorrect, improper and unreasonable maintenance
- negligent or wanton destruction
- external influences such as flood, rain, fire, water, salts, alkaline solutions, acids
- abnormal environmental influences
- mechanical damage through improper transport and fitting
- priming, painting or other surface protection treatments
- attempted or complete modification or repairs carried out by a person who is not authorised by the manufacturer to carry out such modification or repairs
- using parts that are not approved by the manufacturer
- removal or alteration of the serial number making it unidentifiable
- using an automatic opener on the product that is not approved by the manufacturer

It is a fundamental condition of this warranty that the product has been installed, maintained and serviced correctly and is used solely for the purpose for which it was designed. Incorrect installation, maintenance and service will invalidate this warranty.