

# WARRANTY



# Declaration of Conformity

[as defined in the EC Construction Products Directive (CPD) 89/ 106/ EEC]

MANUFACTURER: Hörmann UK Ltd, Gee Road, Coalville  
GB-Leicestershire LE67 4JW

The Product Type:

**Up-and-Over Garage Door: Series 2000, DF 98, Retractable, Retractable Plus, Canopy, Double Door**

**Sectional Garage Door: Series 2000**

**Roller Garage Door: RollMatic**

is developed, designed and manufactured in conformity with the EC Construction Products Directive (CPD) 89/ 106/ EEC

Applied and Consulted Standards:

EN 13241-1: 2003 Doors – Product Standard – Products without Fire or Smoke Protection Features

Putting the door into operation is prohibited until such time as it is established that the door has been installed in accordance with our specifications and its function has been properly tested.

Any modification made to this product without our express permission and approval shall render this declaration null and void.

Leicestershire, 01.05.2005



ppa. Richard Warom  
Management



## Dear Hörmann Customer,

Thank you for placing your confidence in us by purchasing a Hörmann garage door. Hörmann products are manufactured to the highest quality standards and leave our factory only after rigorous quality testing.

**Should you nevertheless have grounds for complaint, please contact your specialist dealer.**

To enable your claim under this warranty to be processed as quickly as possible, please 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

**Important documents:** To be kept by the user of the door system!

**Hörmann: Quality without Compromise**

Warranty

# Warranty Terms and Card

## 1. 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. The warranty period for replacement parts is 6 months, however, at least the current warranty period.

The purchaser is given a 5-year guarantee from the date of purchase on the springs, wire cables, track rollers, hinges and guide rollers of garage doors in normal use, whereby normal use constitutes no more than 5 door operations (open/close) per day.

In the case of timber and GRP garage doors, a warranty of 2 years is granted on the door panel alone under the terms and conditions specified herein.

**Please fill in the necessary details in the warranty card and keep this in a safe place together with your receipt of purchase. In addition, please have your specialist dealer place his stamp in the space provided. If you wish to file a complaint, this is the specialist dealer you should contact.**

\_\_\_\_\_  
Description/Type

\_\_\_\_\_  
Product No.

\_\_\_\_\_  
Customer, Address

\_\_\_\_\_  
Telephone

## 2. 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 substantiate your right to claim under the warranty.

\_\_\_\_\_  
Date of Purchase

\_\_\_\_\_  
Dealer, Place of Business, Country

\_\_\_\_\_  
Stamp

\_\_\_\_\_  
Place/Country of installation

## 3. 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 to either 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

- improper installation and 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

Hörmann UK Ltd.  
Gee Road  
Coalville  
GB-Leicestershire LE67 4JW

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All detail subject to change.



**Important:** ☎ When filing a complaint, please quote the product number.