

Garage door systems and hinged doors

Project hinged doors and frames

Industrial door systems

Docking and logistics systems



Intelligent Door Solutions



Novogate Warranty

Call Us Now +44 (1582) 377125

Certified by:



Novoferm UK
Units 5-9 North Luton Industrial Estate
Sedgwick Road, Luton, LU4 9DT
E: info@novoferm.co.uk
www.novoferm.co.uk

NOVOGATE WARRANTY

OUR PROMISE

During the warranty period, we undertake to rectify any defects to the Novoferm product, which can be proven to be attributed to a material or manufacturing defect.

We promise, at our discretion, to either exchange the defective merchandise, repair it, or allow a reduction in price.

Replacement parts remain our property.

WHAT IS COVERED?

SUBJECT TO THE TERMS AND CONDITIONS OUTLINED IN THIS DOCUMENT. NOVOGATE OFFERS THE WARRANTY:

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- 10 Years – Safe and reliable operation (for use up to 5 open/close cycles per day).
- 10 years – Structural integrity of door panels.
- 10 years – Panel corrosion.*
- 10 years – On immovable frame parts.
- 5 years – Paint finish.
- 2 years – Movable and mechanical parts, (including but not limited to lock mechanism, lock barrel & hinges).

*10 year corrosion in C1 – C3 environments only



DOOR FINISH

Our gates are full finished with a powder coat paint. Weathering and sun exposure can cause the finish to fade. We guarantee the finish on doors for 2 years and that any fading will be minimal and uniform, providing the door is maintained in accordance to the care and maintenance advice.

WARRANTY REQUIREMENTS

This warranty only covers manufacturing faults to the purchased gate. Damage to these is not covered. You will be required to show a fully completed warranty service passport (service to be conducted by a qualified engineer annually), together with a receipt of purchase, correspondingly substantiates your right to claim under warranty. In the event of a claim, please contact the company who supplied/installed the doors. They will raise the warranty on your behalf.

During the claims process, a site inspection may be required. Should this inspection indicate the fault was not caused by a manufacturing defect, You will be liable for the cost of a non-warranty call out. The cost of the call out will be advised prior to the arranged visit.

Novoferm will not accept consequential costs for installation or de-installation, inspection of parts, transport and postage costs.

CARE AND MAINTENANCE

Your gate should be kept clean, any stains removed as soon as possible. You should also ensure the door does not come in to contact with any caustic or acidic substance, which could damage the door surface or structure. Your door should be cleaned thoroughly approximately every 2-3 months (in coastal areas or areas close to large bodies of salt water, this should be done weekly) using warm water and a soft cloth or sponge. Allow to dry naturally and never use detergent, abrasive, caustic or solvent-based cleaners.

Check moving parts for signs of wear. If any wear is detected, arrange for these to be replaced as soon as possible (failure to replace these parts can invalidate your warranty).

NOVOGATE WARRANTY

WHAT IS NOT COVERED

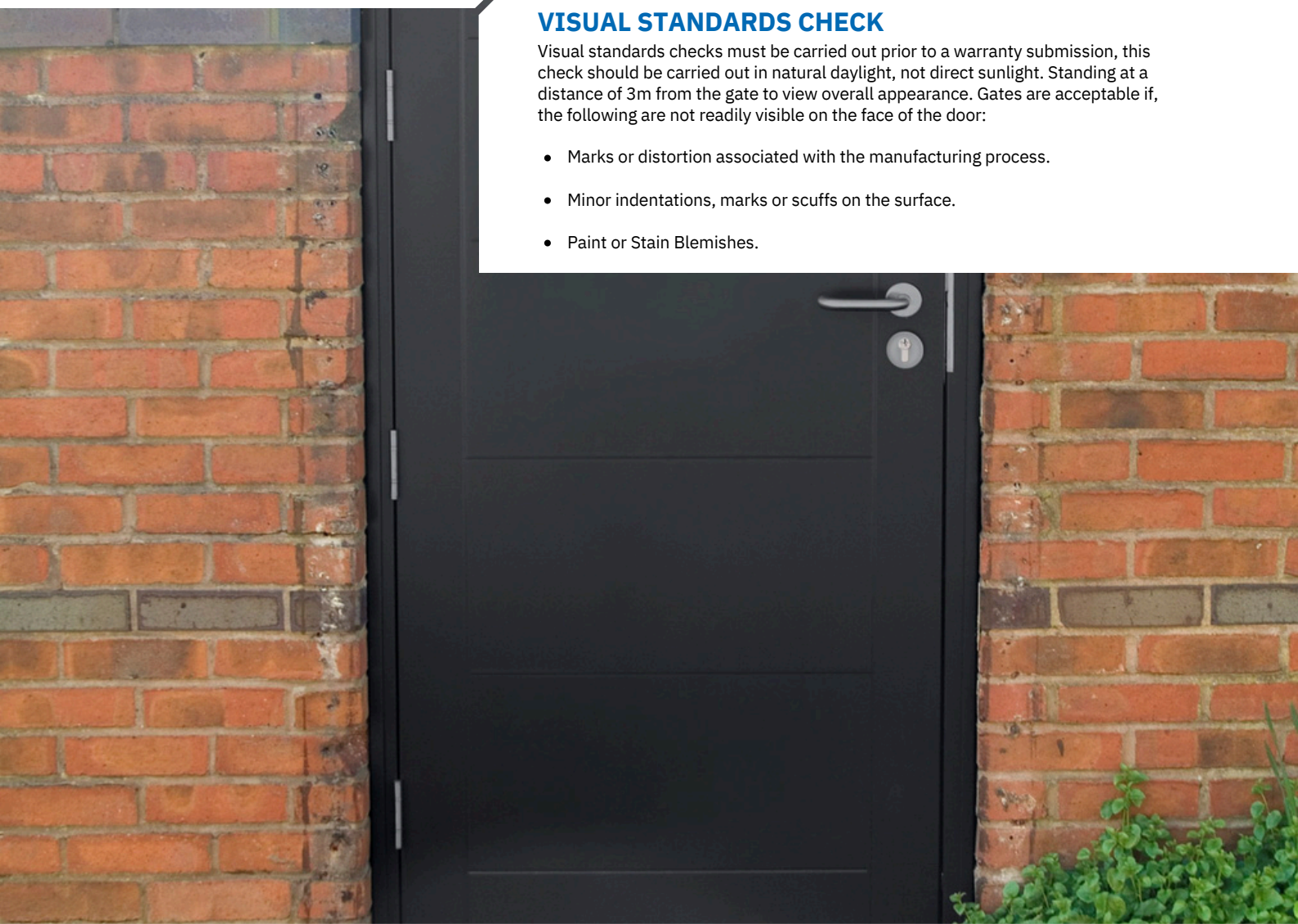
- Improper installation, negligent care and maintenance - gates which have not been maintained or had annual maintenance/ servicing.
- Improper initial and subsequent operation.
- Negligent or wanton destruction.
- External influences, such as: fire, water, salts, alkaline solutions, acids and any abnormal environmental influences, sunlight.
- Mechanical damage, through improper transport and fitting, or through falling or hitting objects.
- Repair by non-qualified persons.
- Using non-Novoferm parts without the written approval of the manufacturer.
- Removal of the product number, or making it unidentifiable.
- Application of additional, non-approved weights or infill.
- Failure to remove the protective film or packaging provided with the product, where applicable.
- Failures caused by extreme or abnormal weather conditions.



VISUAL STANDARDS CHECK

Visual standards checks must be carried out prior to a warranty submission, this check should be carried out in natural daylight, not direct sunlight. Standing at a distance of 3m from the gate to view overall appearance. Gates are acceptable if, the following are not readily visible on the face of the door:

- Marks or distortion associated with the manufacturing process.
- Minor indentations, marks or scuffs on the surface.
- Paint or Stain Blemishes.



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