

**Garage door systems and hinged doors**

Project hinged doors and frames

Industrial door systems

Docking and logistics systems



*Intelligent Door Solutions*



# Roller Door Warranty

**Call Us Now +44 (1582) 377125**

Certified by:



**Novoferm UK**  
Units 5-9 North Luton Industrial Estate  
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[www.novoferm.co.uk](http://www.novoferm.co.uk)

## ROLLER DOOR 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. UP AND OVER DOORS OFFER THE WARRANTY:

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- 5 years – Motor.
- 5 years – Control Unit.
- 2 years – Remote Controls and Accessories (excluding batteries, bulbs, and fuses).
- 5 years – Lath Finish.
- 2 years – Movable and Mechanical Parts (including but not limited to locking straps and rings, safety brake.).



### LATH FINISH

Our roller doors come in two finishes: a polyester powder coat and a woodgrain laminate. Weathering and sun exposure can cause the laths to fade. We guarantee the finish for five years and that any fading will be minimal and uniform, providing the door is maintained in accordance with the care and maintenance advice

### CORROSION

Doors situated in 'high corrosive' areas such as within three miles of the sea, or a large body of saltwater, are not covered for rust or corrosion of steel parts. Cleaning of the doors is especially important in these locations

### WARRANTY REQUIREMENTS

This warranty only covers manufacturing faults to the purchased garage door or garage door operator. Damage to these is not covered. A visual standards check will need to be carried out. You will also 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, which correspondingly substantiates your right to claim under warranty. The finish on doors is exempt from the service requirements. In the event of a claim, please contact the company that supplied/ installed the doors. They will raise the warranty on your behalf.

Please note that due to the rolling action of the door, surface marking can be caused by security locks, dust and debris. This does not constitute a product fault, and performance is not affected in any way. During the claims process, a site inspection may be required. For this, we will send an independent assessor. 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, the inspection of parts, transport, and postage costs.

### CARE AND MAINTENANCE

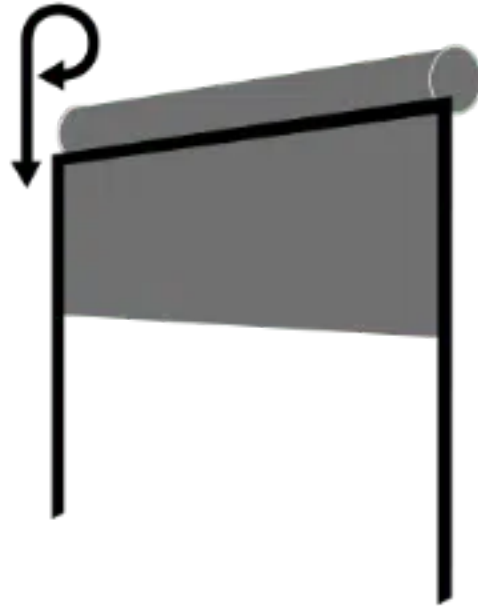
Your door should be kept clean with any stains removed as soon as possible. You should also ensure that the door does not come into contact with any caustic or acidic substance which could damage the door surface or structure. Your door should be cleaned thoroughly approximately every 2-3 months (in coastal areas or areas close to large bodies of saltwater, this should be done weekly) using warm water and a soft cloth or sponge. Allow the door to dry naturally. Never use detergent, abrasive, caustic, or solvent-based cleaners. With roller doors, it is particularly important to keep the doors clean due to the nature of a roller; any soiling can rub on the laths, causing damage.

Ensure that the guides are clear and free from debris, allowing continual smooth operation. Do not operate the door when not within visual range

## ROLLER DOOR WARRANTY

### WHAT IS NOT COVERED

- Improper installation, negligent care and maintenance doors that 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 infills.
- Failure to remove the protective film or packaging provided with the product, where applicable.
- Failures caused by extreme or abnormal weather conditions.



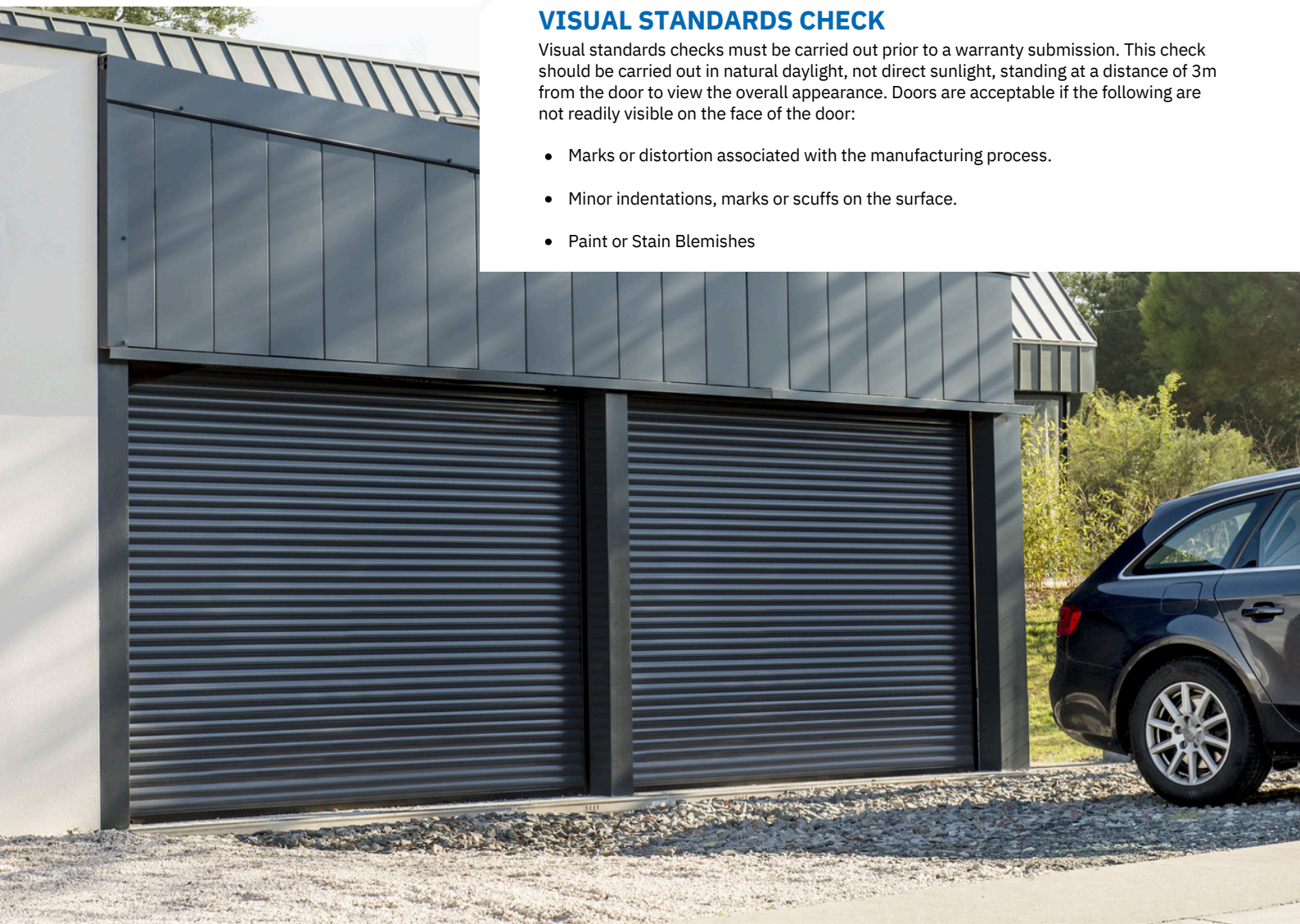
### EXTREME WEATHER CONDITIONS

In extreme heavy storms, laths could be susceptible to water ingress. Also, during gale force winds where the door is positioned within full force of the wind, there is a possibility of the door curtain being blown inwards/ out of the doors' guides.

### 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 door to view the overall appearance. Doors 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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