

Garage door systems and hinged doors

Project hinged doors and frames

Industrial door systems

Docking and logistics systems



Intelligent Door Solutions



Timber Door Warranty

Call Us Now +44 (1582) 377125

Certified by:



Novoferm UK

Units 5-9 North Luton Industrial Estate

Sedgwick Road, Luton, LU4 9DT

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TIMBER 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 or allow a reduction in price.

Replacement parts remain our property.

WHAT IS COVERED?

SUBJECT TO THE TERMS AND CONDITIONS OUTLINED IN THIS DOCUMENT. TIMBER DOORS OFFER THE WARRANTY:

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- 10 Years – Safe and reliable operation (for use up to 5 open/close cycles per day).
- 10 years – Immovable frame parts.
- 2 years – paint and stain finish.
- 2 years – movable and mechanical parts, (including but not limited to, springs, rollers wheels, locking points, rods/cables, barrel and locking mechanisms).



DOOR FINISH

Our timber doors are fully finished with a powder coated steel chassis and frame. 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 with the care and maintenance advice.

WARRANTY REQUIREMENTS

This warranty only covers manufacturing faults to the purchased garage door or garage door operator. 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, 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, inspection of parts, transport and postage costs.

CORROSION

Doors situated in 'high corrosive' areas such as within 3 miles of the sea, or, a large body of salt water. Are not covered, for rust or corrosion of steel parts (frame). Cleaning of the doors is especially important in these locations.

CARE AND MAINTENANCE

Timber is an organic substrate material with natural characteristics than can acclimatise itself, no matter the "species" to different environmental conditions prevailing in its localised "fixing or place". Therefore, Novoferm accepts no liability or responsibility for variations occurring in our "Timber" products supplied, in any of the following descriptions i.e. "colour variations, movement either lateral or longitudinal, splitting, shakes, water damage ingress or exit, resin exudations or chemical spillages."

- Conversely, Timber substrates can naturally expand and contract according to environmental conditions.
- Moisture content and humidity may open and close joints and some minor curvature may occur.
- Any curvatures that occur however, will not affect the long term performance or life of this natural material.

Please note: Cedar is organically grown with natural colour and grain variations, which is a feature of Cedar. We make every effort to harmonise the effect by hand matching all components part used in manufacture.

Lubricate all; springs, latches, wheel spindles and pivot points using a light lubricating oil (E.G 3-in-1) take care not to allow oil to drip on to the face of the door. Ensure track runners are clean and free from obstacles at all times. 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)
Do not paint springs or any moving parts

For automated doors (retractable), do not operate the door when not within visual range.

TIMBER DOOR WARRANTY

CARE AND MAINTENANCE

- All doors are delivered with a polythene shrink-wrap protection which should be left on just prior to site coatings applications.
- Do not puncture the polythene shrink-wrap before installation.
- Prior to installation doors must not be stored in direct sunlight.
- Doors must always be stored in an upright position and protected from site and weather contaminations before fixing.

WHAT IS NOT COVERED

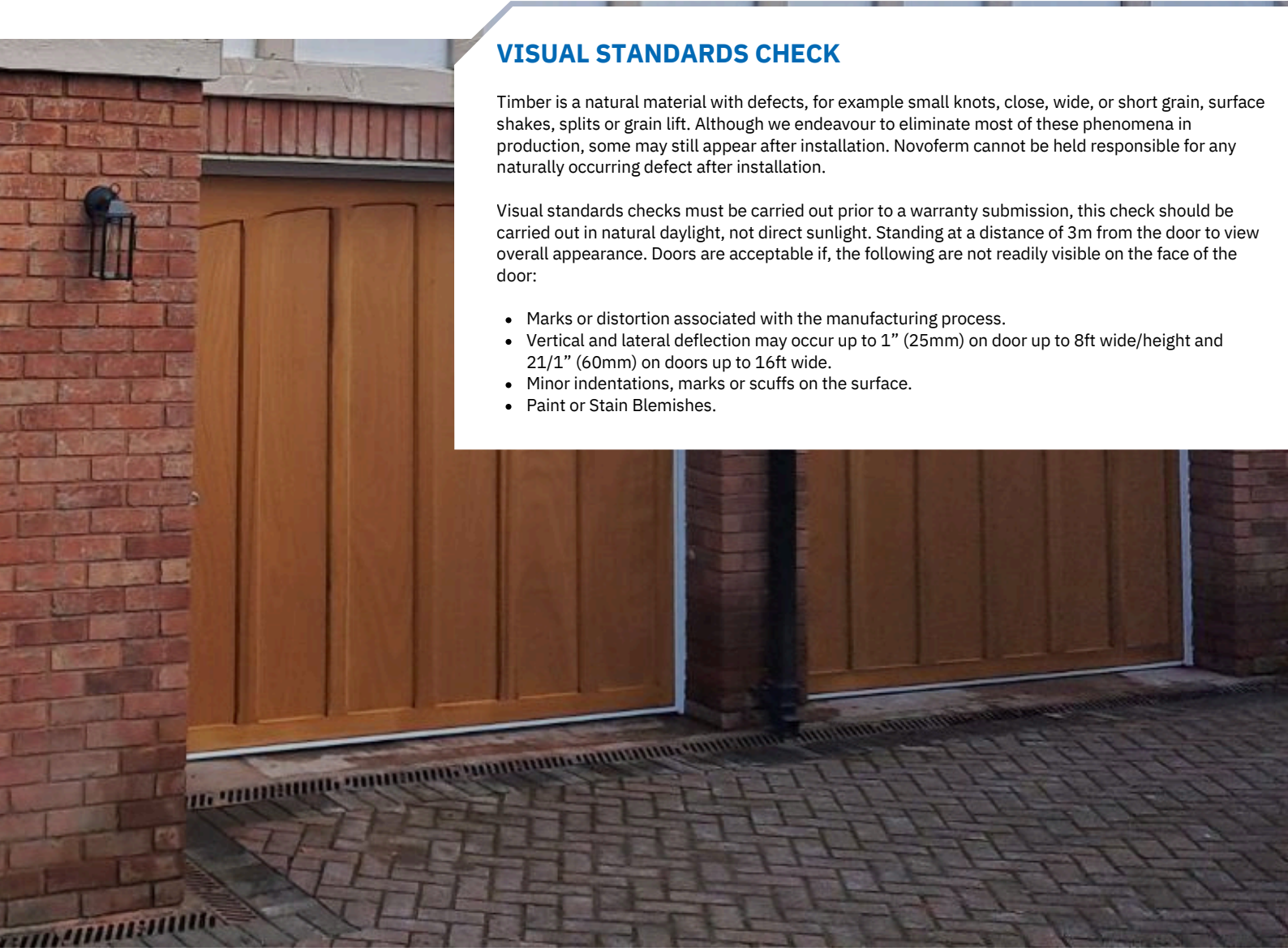
- Improper installation, negligent care and maintenance - doors which have not been maintained or had annual maintenance/ servicing.
- Improper initial and subsequent operation.
- Negligent or wanton destruction.
- External influences, such as: fire, water, salts, alkaline solutions, acids and any abnormal 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 infills.
- 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

Timber is a natural material with defects, for example small knots, close, wide, or short grain, surface shakes, splits or grain lift. Although we endeavour to eliminate most of these phenomena in production, some may still appear after installation. Novoferm cannot be held responsible for any naturally occurring defect after installation.

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 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.
- Vertical and lateral deflection may occur up to 1" (25mm) on door up to 8ft wide/height and 21/1" (60mm) on doors up to 16ft wide.
- Minor indentations, marks or scuffs on the surface.
- Paint or Stain Blemishes.



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