

# Warranty

Garador products are manufactured to the highest quality standards and leave our factory only after rigorous quality testing. However, if you should have grounds for complaint, this section tells you what our door warranty offers, and how to go about making your claim.

In the unlikely event of a warranty claim becoming necessary, please contact the dealer or distributor who originally supplied your garage door. Your dealer should then supply details of the claim, together with a copy of the warranty card provided with the door and proof of purchase to the Warranty Department at Garador Ltd.

To enable your claim under warranty to be processed as quickly as possible, you should 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

An assessment of the claim will then be made. This may require Garador to inspect the product in-situ. In the event that there is no legitimate warranty claim under the terms specified herein, you may be liable for the costs of the inspection visit. We strongly recommend that you take note of the care and usage instructions displayed on the stickers on the back of your garage door and on the previous page and that you follow these instructions throughout.

## Garador installers

Garador Ltd. has a nationwide network of recommended installers who will be able to offer you a regular maintenance service on your garage door. Please call us on 01935 443722 or refer to the Garador website for further details of your nearest installer.

## Garador Garage Door Warranty

### Warranty Period

The purchaser is granted a warranty covering the safe and reliable function of the Garador garage door for a period of 10 years from the date of purchase. A 5 year warranty applies to springs, wire cables, track rollers, hinges and guide rollers. The warranty period for replacement parts is 6 months or to the end of the current warranty period, whichever is longer.

In the case of foil-coated timber effect and PVC doors, a warranty of 5 years is granted, for timber and GRP doors a warranty of 2 years is granted on the door panels alone under the terms and conditions specified herein. The door mechanism and steel frame (if applicable) is covered by the 10 year warranty period.

### 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 substantiates your right to claim under the warranty.

### Performance

During the warranty period we undertake to rectify any and all defects to the Garador product which can be proved to be attributed to a material or manufacturing fault.

We pledge at our discretion either to 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:

- normal wear and tear
- improper installation
- 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-Garador parts without the approval of the manufacturer
- Removal of the product number or making it unidentifiable

### Warranty GaraRoll

GaraRoll roller doors are subject to a limited 10 year warranty. The design of these doors represents state of the art technology. Pressure marks and abrasive wear, particularly on the top profiles are a condition of the design and cannot be avoided. They are not considered a reason for complaint. In order to avoid excessive friction, remove any dirt and debris from the door curtain at regular intervals. For motors and controls, see warranty below.

### Warranty GaraRoll Lite

GaraRoll Lite doors are subject to a 2-year warranty. Pressure marks and abrasive wear, particularly on the top profiles are a condition of the design and cannot be avoided. They are not considered a reason for complaint. In order to avoid excessive friction, remove any dirt and debris from the door curtain at regular intervals.

### Electric Operator Warranty

A separate 5 year warranty is granted on our electric operators. This includes operator mechanics, motor and motor control systems. A 2 year warranty is granted on radio equipment, accessories and system controls. There is no warranty on consumables (e. g. fuses, batteries, bulbs etc.). For further details please contact us on 01935 443722, or through our website on [www.garador.co.uk](http://www.garador.co.uk)

## Garador FrontGuard Warranty

### Warranty Period

The purchaser is granted a warranty covering mechanical parts for a period of 5 years from the date of purchase. The warranty period for replacement parts is 6 months, however, at least the current warranty period.

### Requirements

Warranty claims are only applicable in the country where the entrance door was purchased. The product must have been purchased through our authorised distribution channels. The warranty only covers damage to the contract object. The receipt of purchase correspondingly dated and signed by the dealer substantiates your right to claim under warranty.

### Performance

During the warranty period we undertake to rectify any and all defects to the Garador 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, force majeure
- removal of the product number making it unidentifiable
- mechanical damage through improper transport and fitting
- priming and other surface protection treatment
- repair by non-qualified persons
- using non-Garador parts without the approval of the manufacturer