

**Wisniowski** is one of the leaders in the production of garage door systems internationally - particularly in Europe.

All production sites are equipped with the most up-to-date, high-tech equipment to efficiently produce all sectional door panels and component parts.

The quality management system meets the requirements of ISO 9001 international standard in TUV CERT system, which is confirmed by the corresponding certificates.

Wisniowski sectional doors combine security, safety, quality and style to perfectly compliment your home.

### Information from DHF consumer advice;

The following information was designed by the Association of Garage Door Specialists, updated by the DHF and endorsed by all major UK garage door manufacturers, as a guide for purchasers of domestic garage doors.

A new garage door can be a significant investment that will transform the appearance of your home. This information is a guide to the quality you can expect.

### The Quality Check:-

The quality check should be carried out in natural daylight, not direct sunlight. Stand at a distance of 3 metres from the door to view the overall appearance. The door is acceptable if, taking into account the facts below, none of the following are 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;

### Steel Doors:-

**Panel Distortion** The rolling or pressing of steel panels during manufacture will cause distortion in the steel and while every effort is made to keep this to a minimum, inevitably some visible distortion will remain. The application of high gloss paints will make this slight distortion more apparent, especially under certain lighting conditions, such as car headlamps, or bright sunshine.

**Paint Finish** Primed doors - The primer coating is applied as a base coat only and as such requires additional finishing with a good quality exterior paint. Any marks or scratches on the primer coat should be rubbed down and repainted as part of this finishing process.  
Fully finished doors - the factory application of the paint finish is an automated process and this may result in minor blemishes or slight inconsistencies in the paint, particularly in the area of panel joints.

### All Doors:-

**Colour match** Pairs of doors should be ordered together to obtain the best colour match, bearing in mind the limitations of the materials used in construction.

**Size variations** As the size of a door changes in height and/or width, the panel frequency and profile can change, therefore doors of the same style but of different sizes can be significantly different in appearance.

**Clearances** All doors require operating clearances, ie the gap around the door panel or curtain. These are inbuilt during manufacture and should not be reduced by means of infills or draughtproofing.

**Deflection** When in the open position, all doors will display a level of vertical deflection or 'sag' across the width of the panel. Individual manufacturer's specifications should be consulted for exact tolerances.



## Warranty Terms:

Wisniowski's certified quality management system ensures products are manufactured to the highest quality standard. In the unlikely event of a warranty claim deemed necessary, please contact the trade dealer, installer or distributor who supplied the product.

To enable a claim to be efficiently processed with no delay you should provide the following information:

- Name, address and contact telephone number.
- Proof of purchase and date of purchase.
- Registration details.
- Product type, along with the product identification label.
- Description of the defect.

The dealer should then provide details of the claim, together with the registration certificate provided with the product and proof of purchase to JDUK Door Systems. An assessment of the claim will take place which could mean JDUK Door Systems may need to come and inspect the product/products in-situ. In the event that there is no legitimate claim under the warranty terms specified you may be liable for the costs of the visit. It is essential that you take note of the care and usage instructions provided with the door and that the instructions are followed throughout the lifetime of the product.

## Warranty requirements:-

- The installation is to be performed by qualified personnel authorised by the Manufacturer or an official representative of the Manufacturer in compliance with the installation guide, information about the organisation that performed the installation, is to be specified in the registration certificate;
- The rules of operation and maintenance of the product specified in the operating manual are to be observed;
- Service maintenance is to be scheduled annually to the maintenance regulation and conducted respectively. Each planned service, maintenance activity should be logged in the Warranty card.
- Warranty repairs are carried out only when the original registration certificate is available;

## Warranty periods:-

- 10 year warranty from the date of purchase covering the safe and reliable operation of the product;
- 10 year warranty covering perforating corrosion of sectional door panels, rust penetration from inside to out.
- 5 year warranty for doors in general and their separate elements, such as cables, roller brackets, rollers, torsion shaft assemblies, sealing inserts and other elements of the door product;
- 18 month warranty on paint coating, covering paint adhesion, peeling and blistering. Assessment of paint coating is carried out in accordance to QUALICOAT guidelines.
- 5 year warranty for the Metro operator, which includes the motor; 2 year warranty on radio equipment and accessories, there is no warranty on consumables (e.g. fuses, batteries, bulbs etc.)
- 7 year warranty for the Avanti operator, which includes the motor; 2 year warranty on radio equipment and accessories, there is no warranty on consumables (e.g. fuses, batteries, bulbs etc.)

## Warranty does not cover:-

- Mechanical damage due to improper transport or door installation;
- When the faults or defects are caused by external influence (fire, water, salts, acids, alkalis, mortars and sealants, force majeure and abnormal weather conditions);
- Swarf filings or other airborne particles, rusting or staining the panel which are not considered as corrosion are not covered.
- Normal wear and tear;
- Colour fade and colour deterioration;
- Doors installed within 500 meters from the coastline are excluded from the corrosion warranty;
- Unauthorized changes to the product or product design;
- Improper operation;
- When components not recommended by the Manufacturer are used for installation or repair;
- If the product number has been removed or changed;
- If the original registration certificate is not available or has been incorrectly filled out;
- If the fault is due to improper repair or service;
- Faults which are the result of failing to comply with the installation manual;
- In case of failing to operate the product in accordance with its intended purpose (e.g., when installing the garage doors in the industrial premises; when installing the door in regions with high humidity and/or corrosive environment);
- Continuous operation of a defective product;

## Steel door panels:-

Minor scratches and scuffs are not covered under warranty and should be repaired immediately, to prevent corrosion and deterioration of the door panel, corrosive substances such as acids, alkalines, salts, mortars etc should be cleaned from the door panels immediately to eliminate deterioration of the finish.