

Function Warranty for Aluminium Entrance Doors

ThermoSafe, ThermoCarbon, TopComfort, TopPrestige und TopPrestigePlus series

Status: 05/2014

1. Duration

In addition to the statutory warranty provided by the dealer in the sales contract, we grant a 10-year warranty from the date of purchase for all mechanical parts of the following Hörmann entrance doors:

Aluminium entrance door TopComfort	Aluminium entrance door ThermoSafe
Aluminium entrance door TopPrestige	Aluminium entrance door ThermoCarbon
Aluminium entrance door TopPrestigePlus	

The warranty covers the function of the mechanical parts for the abovementioned entrance door models.

For replacement parts the warranty period is 6 months or at least the remainder of the warranty period.

From the date of purchase, the customer receives a 5-year warranty on all electrical parts for the following Hörmann entrance doors:

Aluminium entrance door TopComfort	Aluminium entrance door ThermoSafe
Aluminium entrance door TopPrestige	Aluminium entrance door ThermoCarbon
Aluminium entrance door TopPrestigePlus	

2. Prerequisites

A claim under this warranty is only valid for the country in which the Hörmann entrance door was bought. The product must have been purchased through our authorised distribution channels. A claim under this warranty exists only for damage to the object of the contract itself.

The receipt of purchase, including date and dealer's signature, substantiates your right to claim under the warranty.

3. Performance

For the duration of the warranty we shall eliminate any Hörmann product defects that are proven to be attributable to a material or manufacturing fault. We shall replace the defective goods with defect-free goods at no charge, rectify the defects or compensate for loss in value according to our choice. We do not cover costs for disassembly and fitting or shipping costs. Replaced parts become our property.

4. Damages caused by/to the following are excluded:

- improper use and failure to arrange for cleaning and care
- improper initial start-up and operation
- negligent or intentional destruction
- external influences such as fire, water, salts, alkali, acids, abnormal effects of the environment, acts of God
- mechanical damage caused by improper transport and fitting
- priming and other surface protection
- repairs conducted by unqualified persons
- use of non-original parts without approval from the manufacturer
- removal or defacing of the product number

👉 Claims only possible with product or order number!