

Performance Guarantee

1. Guarantee Period

The purchaser is granted a guarantee covering mechanical parts of the following Hörmann entrance doors for a period of 5 years from the date of purchase:

Entrance door TPS
Entrance door THP

This requires an annual professional maintenance including adequate records.

The guarantee covers the performance of the mechanical parts of the aforementioned entrance door models. The guarantee period for replacement parts is 6 months, however, at least the current guarantee period.

The purchaser is given a 5-year guarantee from the date of purchase on all electric parts of the following Hörmann entrance doors:

Entrance door TPS
Entrance door THP

2. Requirements

Guarantee 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 guarantee only covers damage to the contract object. The receipt of purchase correspondingly dated and signed by the dealer substantiates your right to claim under the guarantee.

3. Performance

During the guarantee period we undertake to rectify any and all defects to the Hörmann 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 guarantee 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



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- mechanical damage through improper transport and fitting
- priming and other surface protection treatment
- repair by non-qualified persons
- using non-Hörmann parts without the approval of the manufacturer
- removal of the product number or making it unidentifiable

Hörmann KG Brandis, 01.07.2015