

WARRANTY

Teckentrup CarTeck Insulated Sectional Garage Doors

Dear Teckentrup customer!

We would like to thank you for purchasing a Teckentrup garage door and for the confidence you placed in us in doing so. By purchasing this product, you have opted for quality. To ensure this quality and to take responsibility for the environment and sustainability at the same time, we were certified according to the ISO standards for quality and energy management at an early stage. First-class material, precise processing and the constant quality inspections within the framework of DIN EN ISO 9001 guarantee the highest safety, reliability and a long life. This makes the Teckentrup garage doors a worth-while investment for every home owner and renovator, which they can enjoy for many years to come.

However, if you have an issue with your door, in the first instance please contact your specialist dealer. The following information/documents are required to process your warranty claims quickly.

(Only to be completed by specialist dealers and submitted to Teckentrup):

GARAGE DOOR

Designation/Type of door (see CE sticker)

Invoice no. (enclose receipt)

WON (see CE sticker)

CUSTOMER

Name of customer

Street

Country, Postcode, Town/City

Telephone

DEALER

Name of dealer

Order / Item no.

Street

Country, Postcode, Town/City

Dealer stamp

- 1 **2-year** manufacturer's guarantee on polymer and aluminium window units.
- 2 **5-year** manufacturer's guarantee on paint finishes excluding coastal areas on peeling and blistering (normal colour fade excluded).
- 3 **3-year** manufacturer's guarantee on paint finishes for coastal locations on doors with the coastal paint upgrade on peeling and blistering (normal colour fade excluded) on the external face of the panels (not covering bleed from hardware).
- 4 **5-year*** manufacturer's guarantee on SLX & GSA Vision windows, rollers, hinges, cable pulleys, cables and standard springs (opening/closing max. 5 times a day).
*2-year on Super Size doors
- 5 **10-year** manufacturer's guarantee on panels against rust penetration from inside to outside.
- 6 **10-year** manufacturer's guarantee against door panel separation of steel from foam.
- 7 **10-year** manufacturer's guarantee on material and manufacturing flaws of all non-moving parts of the frame that are verifiably unusable or whose usability is substantially compromised.
- 8 **10-year** manufacturer's guarantee on floor seal, intermediate seals, side seals and lintel seal against rotting.

CarTeck DRIVE & CarTeck MOTOR

- 9 **5-year*** manufacturer's guarantee on mechanical defects, material and manufacturing flaws. (opening/closing max. 5 times a day)**
*1-year on Super Size doors

** Consumable Items are not included within warranty terms and conditions: hand transmitters, light bulbs, fuses & batteries.

SERVICES / SCOPE OF APPLICATION

For the duration of the warranty, we will eliminate the defects on the Teckentrup garage door, which can be traced back to a material or manufacturing defect. Subject to our choice, we undertake to replace the defective product with a defect-free one free of charge, repair it or compensate for the reduced value. The warranty claim applies only to sectional garage doors with a normal strain of maximum 5 door actuations (open/close) per day. It applies only to the country in which the garage door was bought. The garage door must have been bought on the sales channel we specified. The warranty claim applies only to damages to the subject matter of the contract within the warranty period.

The fully completed warranty certificate including the sales receipt with the date is considered to be proof for the warranty claim. Please understand that defects must be immediately reported to us in writing; the relevant parts must be sent to us on request. Unfortunately, we cannot bear the costs for removal and installation, freight and postage. Replaced parts are passed into our ownership.

The warranty does not apply to doors that are exposed to extreme influences, e.g. corrosive influences caused by use close to the sea. Also excluded are damages from / to:

- Mechanical damages due to improper transport and assembly.
- Improper installation, commissioning and operation.
- Door leaf expansion/bowing and temporary or permanent deflection as a result of dark coloured and metallic doors exposed to direct sunlight.
- Fading - colours have good UV stability but will fade over time and at different rates dependent on coating type.
- External influences such as fire, water, salts, bases, acids, unusual environmental influences.
- Insufficient cleaning, servicing and maintenance, as well as incorrect or untimely protective coats.
- Degradation of components and finishes as a result of contact with primers, render or other building surface treatments, or as a result of any treatments or finishes applied to door.
- Repair by unqualified persons.
- Use of parts of foreign origin without manufacturer's agreement.
- Unintentional or deliberate destruction or damage.
- Lighting strips with multiple LEDs with a failure of less than 10% of the LEDs.
- Consumable Items are not included: hand transmitters, light bulbs, fuses & batteries.
- Removal or defacing of the product number.
- Deflection or bowing of window surfaces as a result of thermal expansion or contraction.
- Short-term condensation within glazing units during periods of high temperature and/or humidity range.