

WARRANTY CARD

GARAGE DOORS

Warranty Terms & Conditions

The warranty period for each product is specified in this reference: Warranty period for Fenbro Sp. z o.o. products.

The warranty period for powder coating is specified in this reference: Warranty period for Fenbro Sp. z o.o. powder coatings.

The standard warranty for Fenbro products is 3 years. Depending on the additional warranty package selected by the customer, the scope and duration of the warranty may vary.

The period of this Warranty begins on the date of product release to and reception by the Buyer.

The warranty rights are acquired by the Buyer once the full sales price is paid.

The Warranty covers the following:

- Damage to the product only and solely within the warranty period.
- The continued functioning and operating performance of the door (provided that proper operation and maintenance were complied with).
- The service life and colour of the door.

The Warranty does not cover:

- Improper shipping/handling by the Buyer.
- Improper storage, especially if the product is kept outdoors and not sheltered with exposure to direct sunlight, rain, wind, and other elements.
- Damage caused after installation of the product (all damage discovered beforehand shall be claimed before the door installation process) or improper installation of the product.
- Scratches on the exterior caused after reception of the garage door.
- Operation non-compliant with the contents of the Operation Manual.
- Unauthorized repair, structural alteration or modification of the product by the Buyer (which does not include self-installation of any parts intended by the manufacturer for these operations).
- Change of the mains supply phase connection sequence if the mains system is modified.
- Operation in a non-specified environment, where salts, acids, high humidity and/or alkali are present.
- Defects in building structure.
- Failure to remove the film protecting the profiles, glue and silicone residues immediately after installation (but no later than 1 month from the date of receipt), and the protection of transport racks (it was made only for transport and should be removed immediately upon receipt of delivery).
- Defects or damage caused by violating the technical standards specified in the Buyer's purchase order in which the Buyer has declared to understand the potential consequences of technical standard violation;
- Any causes unrelated to normal use of the product or resulting from non-intended use of the product, and damage caused by fortuitous events (force majeure), or natural disasters, including flood, fire, or high wind.



WARRANTY CARD

GARAGE DOORS

- Potential changes in the colour tones of the product, caused by the manufacturing differences of the product batch
- Natural wear and tear typical of the operation of proper components or equipment, especially locks, closers, balancing springs, weatherstrip gaskets, and rubber fenders;
- Insignificant defects (which do not affect the fitness for use of the products).

Any external damage to the garage door shall be claimed within 14 days of the date of purchase. No claims will be accepted afterwards. Fenbro Sp. z o.o. shall not responsible for any defects of the garage door caused by incorrect installation. The installation warranty is provided by the installer's business. The warranty service will repair the defects accepted as claimed as soon as possible and not later than 30 days from the date of claim acceptance. The said time limit can be changed in agreement with the Buyer for valid objective reasons.

CLEANING AND MAINTENANCE INSTRUCTIONS

The garage door shall pass regular inspection and maintenance for continued operating safety and use in compliance with EN 13241-1. Due to the specifics of the garage door design, its maintenance shall only be carried out by a trained fitter or the end user, depending on the door components.

Every 6 months (or 750 operating cycles), inspect for wear and lubricate the weatherstrip gaskets (the top, side, and bottom ones). It is recommended to clean the panels and glass (by washing with water) and remove the dirt and debris around the door.

Every 2 years (or 3000 operating cycles), trained personnel shall relubricate all of the foregoing components and inspect the condition of the mounting and attachment of springs, the balance of the door (readjust if necessary), the joints in the track/guide rail system, the door suspension under the lintel and the ceiling slab, the panel hinges and the panels for damage (from wear and rust), the fastening of the cables to the hooks and the floor shackles, the wear (and damage) of cables, rollers, guide rails, the weatherstrip gaskets (the top, side, and bottom ones), and the bottom support.

Use a mild soap and water to clean the door. Cleaning supplies: cloth, chamois leather, nylon sponge. Do not use any aggressive detergents or abrasive cloth.

Caution! Protect the door with plastic film covers during any renovation work.

APPLICATION RANGE

This product system is designed for the following application:

Applications	
Maximum clear opening width	4000 - 6000 mm*
Maximum clear opening height	3000 - 3500 mm*
Maximum door weight	120 - 295 kg*
Minimum overhead clearance required	Manual operation: 90 - 100 mm* (minimum) Automatic operation: 120 - 200* mm (minimum)
Minimum side clearance required	85 mm (minimum)

*depending on the selected INFINITI gateway system



WARRANTY CARD

GARAGE DOORS

OPTIONAL ACCESSORIES: REPAIR, REPLACEMENT, INTERCHANGEABILITY

If any processing modifications are made during the warranty period as related to new manufacturing process implementation and any component which requires a warranty repair or replacement is removed from or no longer available in the sales portfolio, the manufacturer will replace it with a functionally approximate counterpart.

WARRANTY CLAIMS

Terms and conditions of warranty claim acceptance Warranty claims must be submitted in writing or electronically (using the appropriate Fenbro form) by sending an e-mail to info@fenbro.com. This applies to all customers, regardless of country or language.

Attach photographic evidence to the warranty claim form, especially if the claim is made for damage or purchase-order nonconformities.

No warranty claim is a reason to suspend the payment due for the garage door. Products unpaid for are not eligible for warranty. The warranty claim issuer shall grant unobstructed access to the product during warranty claim processing. The manufacturer's warranty liability limit is the value of the purchased product. The warranty does not exclude or limit the buyer's rights under the Polish Civil Code and resulting from product nonconformity with the contract.

MISCELLANEOUS INFORMATION

A warranty claim can be served if the following conditions are met:

- The warranty claim originator holds the Warranty Certificate and the completed Report Log.
- The warranty service provider or an authorized service provided finds damage to the claimed product.
- The original serial number sticker is present on the product.
- The warranty claim is submitted with the signature of the service / warranty accepting personnel.

Moreover:

- The colour of glass is an inherent property beyond any control of the Guarantor and shall not be eligible for any warranty claim.
- Interference (refraction of light by glass) is inherent to glass and shall not be eligible for any warranty claim.
- The manifestation of any condensation 'stains' on insulated glazing is inherent to the glazing and shall not be eligible for any warranty claim.
- The method of joining glazing frames ensures the seal integrity of the glazing units and its aesthetic finish shall not be eligible for any warranty claim.
- The variations in woodlike finish tones of doors caused by the pattern of knots are not eligible for any warranty claim.
- If the product is resold, the new buyer will use this warranty until it expires.
- For each unreasonable and rejectable warranty claim the costs of its processing (including any travel and work of field service personnel) shall be charged from the buyer (according to the prevailing prices of services and materials).
- Find more detailed information about garage doors on www.fenbro.com