

Schedule of Warranty



Emmerson Doors Ltd are committed to providing products that are both safe, durable and long lasting.

All warranties on new installations are covered for 12 months from the original date they are fitted and any repair/maintenance works are covered under warranty for a period of 6 months.

If within the applicable warranty period, the new door or component parts are found to have manufacturing defects, then they will be either repaired or replaced.

Terms & Conditions – Manufacturing Defects:

General Terms

Emmerson Doors Ltd will be the sole judge of any warranty claims made against any products sold by the company.

Goods must be used for the purpose they were intended, so that accident damage, vandalism, improper use or operation, incorrect maintenance, the use of spare parts not supplied by Emmerson Doors Ltd or the incorporation of modifications not conforming to Emmerson Doors Ltd specifications shall invalidate the right to remedy under Emmerson Doors Ltd Warranty and all costs to Emmerson Doors Ltd door(s) as a result of any of the above will be chargeable.

The warranty is only valid if genuine parts are used in any repairs or maintenance. The warranty period for replacement parts is 6 months.

Any attempted repairs by non-qualified individuals who are not employed by Emmerson Doors Ltd shall invalidate the warranty.

Any claims for warranty must be notified within a reasonable time after discovery of any defect(s).

All Goods or Component Parts, which are removed from the door(s) in the event of a warranty claim, shall become the property of Emmerson Doors Ltd.

Where Goods or Component Parts are inspected by Emmerson Doors Ltd as a result of a claim, but Emmerson Doors Ltd decides that the claim does not fall within the terms of the warranty, then any Component Parts removed shall become the property of Emmerson Doors Ltd unless at the time the 'buyer' submits their claim to request that they be made available to them.

Emmerson Doors Ltd accepts no liability in respect of any claims made against the 'buyer' from the use or re-sale of Goods, either as originally sold by Emmerson Doors Ltd or otherwise.

Immovable frame parts, door components, hardware & locks:

If any door parts (excluding glass, frames, or inserts) are not functioning reliably, we will repair or replace them for the period stated in the warranty. These door parts include but are not limited to springs, wire cables, track, rollers, drum wheels, guides, door hinges, etc.

Electric Components

If any motor, control panel, key switch or other electric component(s) are not functioning reliably, we will repair or replace them for the period stated in the warranty.

Consumables

The warranty period for electric operators excludes consumable items – batteries, hand transmitters, fuses, light bulbs, etc.

Door Sections or Curtain

If your door sections or curtain perforate through from environmental weather conditions due to corrosion, we will repair or replace those sections for the period stated in the warranty.

During your warranty period the colour of the door curtain may change to due environmental weathering conditions (i.e. UV radiation and/or coastal conditions, etc.) this is considered normal and not covered by the warranty.

Should an instance ever occur where a sectional overhead door panel does rust through, then only the affected panel will be replaced. (Due to weathering, the new panel will not exactly match the colour of the old).

Please Note: The corrosion of swarf filings or other air borne particles, rusting or staining of the panel is not considered panel rust.

Surfaces must be freely exposed to washing by rainfall and kept clear of accumulated dirt and debris and given equal exposure to local environmental conditions and consistent natural lighting conditions across the face of the door.

Due to the excellent thermal properties of our door panels, consideration needs to be given to the temperature differential that exists between the internal and external faces. The effect known as 'Thermal Bow' is of no concern in terms of structural performance.

It does however require consideration on clearance and deflection on wide doors and dark colours. Therefore it is not covered under our warranty terms.

Visual Appearance

At least 10% of the overall door surface area must be impacted. Chips, scratches, rubbing or scuffing, which result in cosmetic or surface corrosion or natural fade or weathering of the finished surface, are not covered in this warranty.

Marking over time to both sides of a roller shutter door and insulated roller shutter door curtain is normal and not considered part of any warranty.

Service and Maintenance

You must care for, service and maintain your door as set out in the C E Manual Pack provided after installation.

With all mechanical equipment, a roller shutter or sectional overhead door requires regular maintenance to promote trouble free operation and avoid costly repair damage.

Maintenance periods should be determined according to operating density and local conditions to which the door is exposed. As a general rule, it is recommended that doors are serviced, by experienced industrial door engineers at the following intervals.

Minimal Use	Service every 12 months or less.
Door Cycles per day	Recommended Maintenance Period
Up to 15	6 months
Up to 30	4 months
Up to 45	3 months
Up to 60	2 months
Over 60	1 month

It is advisable to encourage personnel to report any damage noticed during day to day usage, as prompt repair action can prolong the useful life of the door.

Exclusions:

The warranty does not apply to:

- Damage or deterioration caused by abuse or misuse.
- Impact, accidental or vandalism damage.
- The door striking or being lowered onto an object during travel.
- Mechanical damage through falling or hitting objects.
- Normal wear and tear on items such as brushes in the guides or soffit, seals and other areas of contact during normal operation.
- Failure to provide reasonable and necessary maintenance

- Acts of God, fire, alterations and/or additions to door, or damage or discolouration from the effects of atmospheric conditions including:
 - Areas subject to high moisture, salt atmosphere or weather conditions

- Areas subject to fallout or exposure to caustic, abrasive or corrosive chemicals and substances, fumes, ash, cement, dust, animal waste or foreign substances.
 - Flood water, or other body of water (i.e. jet washing, hose pipe, etc.) or areas subject to water runoff, or runoff from lead, copper or galvanic metal flashing.
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- Any weakening or collapse of the structure to which the door(s) are affixed occurring any time during or after installation.
 - Any labour costs incurred by the 'buyer' or his agent for any reason whatsoever.
 - Any other direct / indirect costs.
 - Compensation for direct / indirect damage and / or consequential loss.