

# Warranty Declaration

## Roller Door Openers



ROLLER DOOR OPENER

1. We guarantee that our products are state-of-the-art and free of production and material faults and that they contain all promised features and characteristics.
2. We promise the standard warranty period 24 months, commencing with the date of Bar-code.
3. We accept no guarantee for damage incurred for the following reasons:
  - a. Unsuitable or unprofessional use
  - b. Faulty assembly or installation by the users or by a third party
  - c. Natural wear
  - d. Incorrect or negligent treatment, especially irregular strain or use, use of unsuitable tools or materials or substitute materials
  - e. Faulty building construction
  - f. Chemical influences
  - g. Unauthorized repair of the object by the users or by a third party

## Warranty - detailed rules and regulations

### ◆ Normal deterioration or mechanical wear or irregular failure

Standard 1.0% free spare parts come with shipment as the replacements stocks by clients.

(Note: Only available on the purchase order over 100 door drives)

### ◆ Irregular failure due to Mechanical or Electronic parts failure

- a. (Emergency) After approval, replacements sent by air shipment
- b. (Regularly ) After approval, replacements sent by sea shipment

Remark: The failures not includes any Unsuitable or unprofessional use, Faulty assembly or installation, Faulty by transportation or any factors of force majeure.

### ◆ Regular fatal failure due to defect material or defect design

- a. Replacement sent by air or sea shipment.
- b. On –site maintenance service by manufacturers if necessary
- c. Returned purchase after approval if necessary
- d. Cost compensation after approval if necessary

Remark: The failure not includes any Unsuitable or unprofessional use, Faulty assembly or installation, Faulty by transportation or any factors of force majeure.

## Warranty- Identification conditions

- ◆ Bar-code provided necessary
- ◆ Photos or videos provided necessary
- ◆ Return defect samples for final approval if necessary



- ◆ The purchaser is granted a limited warranty covering the safe and reliable function of the Force roller door opener for a period of 3years\* from the date of purchase the warranty period.
- ◆ With the door fully open, push your roller door opener's transmitter or wall button to close the door. As the door is closing, hold up the bottom of the door with your hands outstretched and stiff. If the door does not easily reverse and continues to close, pull your hands away immediately. The closing force is excessive and the door should be serviced by a trained service technician.
- ◆ Monthly door balance test. If your door is equipped with an automatic opener system: close the door and disconnect the automatic opener. Once you are able to lift the door manually: Lift the door. It should lift smoothly with little resistance and should remain fully open. If it is difficult to open or does not remain open, the door may be out of balance and should be serviced by a trained service technician.