

## LIMITED LIFETIME WARRANTY

### ALUMINUM DOORS

#### MODELS: BUILDER CLASSIC, INFINITY CLASSIC™ & MODERN CLASSIC™

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**Hörmann Northwest Door aluminum doors** are warranted against oxidation or corrosion of the garage door sections resulting from the exposure to normal environmental conditions such as rain, ice, snow and sunlight subject to the below schedule. All other materials and workmanship are warranted for one year from date of shipment. Minor surface variations are not considered defects. NOTE: Any door located within one (1) mile of the ocean or any other body of salt water/saltwater environment limits their warranties for anodized finish, paint finish color change and chalking for a period of one (1) year. The film integrity of the paint finish will not be covered in those areas. Film integrity includes the cracking, checking, or peeling of the paint finish that is apparent upon ordinary outdoor visual observation.

#### FINISHES

Color variations of anodized finishes are inherent due to material lots, environmental, chemical, and equipment variations and are not considered a defect. Hörmann Northwest Door exceeds AAMA specifications for color variations of  $\pm 5$  delta E. *If more precise color tolerances are required, please consider a painted or powder coated finish.* Color fading and/or chalking of painted/powder coated finishes are inherent after exposure to sunlight and are not considered a defect. Minor scratches and abrasions, which occur in shipping or handling of the door, are not considered a factory defect regardless of finish type. To maintain this warranty, the finish must be kept free of harmful foreign substances. Exposure to harsh environmental conditions such as salt air requires more frequent and additional maintenance/cleaning.

Aluminum doors must be protected from wet concrete, plaster, mortar, and/or similar substances at all times. Any splashes or drips of these substances onto the aluminum must be cleaned **immediately** or the warranty will be void as aluminum will react with such substances chemically and cause permanent damage.

Hörmann Northwest Door reserves the right to determine whether the defect will be repaired or replaced. When replacement is necessary, at their discretion Hörmann Northwest Door agrees to replace the defective finished aluminum garage door sections to the original purchaser from the date of original shipment from the factory, as follows:

- Five Years (5) Complete replacement of finished door sections
- Ten Years (10) \*50% discount off finished replacement door sections
- Twenty Years (20) \*25% discount off finished replacement door sections
- Lifetime \*10% discount off finished replacement door sections

*\*Discounts refer to manufacturer's current wholesale price of factory finished door sections and do not include aftermarket finishes.*

Upon inspection, Hörmann Northwest Door's authorized factory representative will solely determine the severity and extent of any alleged manufacturing defect. Hörmann Northwest Door will not be responsible for any packaging, shipping, transportation, labor, and/or field service charges.

Operational painted or finished hardware component finishes are warranted against peeling only for a period of one year. All other components of the door and hardware system are warranted against defects in material and/or workmanship for a period of one year from the shipment date. No other warranties are expressed or implied by Hörmann Northwest Door, nor shall they extend beyond stated time periods. No warranty is expressed or implied for merchantability or suitability for particular applications of purposes either determined by the purchaser or not.

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Hörmann Northwest Door's warranty is strictly and expressly limited and is in lieu of all other warranties, Hörmann Northwest Door will not be liable for special, incidental or consequential damages, subject to specific rights afforded to a buyer in various states regarding limitations and time periods. Hörmann Northwest Door reserves the sole right to determine whether the defect is a result of a manufacturing defect or abuse to the product. This warranty shall be void if, in Hörmann Northwest Door's judgment, the product was subjected to abuse, misuse, neglect, lack of proper maintenance or if the product was altered during or after installation in any way that may have impaired its safety, operation or efficiency. Hörmann Northwest Door will not be responsible for damages resulting from the product hit by any external object or force. All warranty claims for doors "received damaged" must be submitted with pre-install photos of the damage in the factory packaging. Failure to meet this requirement will result in claims being denied.

#### ENVIRONMENTAL CONSIDERATIONS

Aluminum, while offering excellent strength and durability properties, will collect moisture from condensation on the interior surface of the door when substantial temperature variations are present between the interior and exterior door surfaces. Moisture may also occur when raising the door overhead while it is raining or when water has collected on the outside of the door. These are not considered defects.

#### PAINTING YOUR DOOR

If you choose to add an aftermarket finish to your door, we only recommend finishing aluminum doors that are factory prefinished with the white Duracron® paint system. This warranty is void if buyer fails to follow the Hörmann Northwest Door "ALUMINUM DOOR FINISHING INSTRUCTIONS" listed below.

#### ALUMINUM DOOR FINISHING INSTRUCTIONS

To improve the adhesion of the paint, lightly scuff the door's surface with a "Scotch Bright" type scouring pad to reduce gloss (**DO NOT USE STEEL WOOL**). Do not expose bare aluminum. Any exposed bare aluminum must be coated with a primer specifically intended for aluminum. First clean your door with a mild cleaner as appropriate for the surface finish, followed by a 10:1 mixture of water and vinegar. Rinse the door thoroughly with clean water and let dry completely before painting. **DO NOT PAINT IN DIRECT SUNLIGHT or if THE DOOR'S SURFACE IS WARM TO THE TOUCH**. Dark colors are not recommended where the door is exposed to direct sunlight for extended periods, such as a southern to western exposure. Dark colors absorb and retain the heat and can lead to peeling of the paint coating. A top coating of a high quality 100% acrylic exterior latex paint is recommended for the door. At this point, care must be exercised not to paint joint and edge seals, in that; surfaces painted and pressed against the seal will adhere and cause seal damage. Also, to ensure the finish paint is compatible, always paint a sample area to test adhesion. Finally, check your paint manufacturer's instructions carefully for any additional recommendations and requirements. **Colors with an LRV (Light Reflectance Value) of 40% or less will void our paint system warranty.**



For further cleaning instructions, access the online video by following the link below or the QR code:

<https://www.youtube.com/watch?v=ERbsZGawrzI>

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**WARNING:** Only an **EXPERIENCED DOOR TECHNICIAN** such as your Hörmann Northwest Door Dealer should make any adjustment to the garage door, all related hardware and garage door opener. **Serious injury can result from improper adjustments to the product or by an inexperienced person!**

### **INSTALLATION OF A GARAGE DOOR OPENER (G.D.O.)**

Installation of a G.D.O. requires the top of the door to be properly reinforced the full width. Hörmann Northwest Door recommends a professional installing dealer for your G.D.O. needs. Any G.D.O. not installed by a professional garage door installation company voids this warranty. Garage door openers, when not installed correctly can cause injury or death. Check the G.D.O. owner's manual for proper installation and adjustments. Monitor these adjustments monthly. Damage to your door by a G.D.O. is not a factory defect and not covered under this warranty.

**This warranty is specifically limited to the original purchaser and does not include normal wear or damage beyond Hörmann Northwest Door's control. This warranty shall be void if visible evidence indicates that recommended installation procedures and maintenance instructions were not followed.**