

Domestic Garage Door Warranty



Garage door installations carried out by a member of the **dhf** Garage Door Group are warranted for a period of 2 years from date of installation

During this period, products which have manufacturing defects will be repaired or replaced by the installer.

Any problems resulting from incorrect or poor installation will be rectified to ensure the installation is of a satisfactory standard. In the event of the installer being unable to resolve the situation, ie the installer is no longer trading, your installation is backed by the **dhf** Garage Door Group.

Some products carry extended periods of warranty relating to the product or certain aspects of it. The customer has the full benefit of all these applicable warranties.

This warranty does not cover consequential loss or damage and also excludes consumable items such as batteries, bulbs etc. The maximum liability under the warranty shall be the original purchase price inclusive of VAT at the time of installation.

This Warranty is subject to:

- an annual service and safety check being carried out by a **dhf** Garage Door Group member
- the application of the **dhf** visual appearance standard (see overleaf) and the warranty conditions of the product manufacturer
- compliance with recommended maintenance procedures

This warranty is only applicable to installations carried out by **dhf** Garage Door Group members and is given by the member company and not the **dhf**.

In the event of non-resolution of a problem, **dhf** offers a resolution service.

Please retain your invoice as proof of purchase and confirmation of the installation date. In the event of a claim under this warranty, please notify the installing company.

Members of the **dhf** Garage Door Group offer customer advice, care and assurance unsurpassed in the industry. Look for the **dhf** logo and ask to see a current membership certificate, or check the **dhf** website to confirm membership status. For peace of mind, ensure you only select a garage door that has been manufactured and installed by a member of the **dhf** Garage Door Group.

This warranty is underwritten by the following suppliers:



This warranty does not affect your statutory rights

Visual appearance of garage doors

A new garage door can be a significant investment that will transform the appearance of your home. This information sheet is a guide to the quality you can expect.

The quality check

The quality check should be carried out in natural daylight, not direct sunlight. Stand at a distance of 3 metres from the door to view the overall appearance.

The door is acceptable if, taking into account the facts below, none of the following is readily visible on the face of the door:

- marks or distortion associated with the manufacturing process
- minor indentations, marks or scuffs on the surface
- paint or stain blemishes

STEEL DOORS

Panel distortion

The rolling or pressing of steel panels during manufacture will cause distortion in the steel and, while every effort is made to keep this to a minimum, inevitably some visible distortion will remain. The application of high gloss paints will make this slight distortion more apparent, especially under certain lighting conditions such as car headlamps or bright sunshine. It is therefore recommended that a matt or semi gloss finish be applied to the door.

PAINT FINISH

Primed doors

- the primer coating is applied as a base coat only and as such requires additional finishing with a good quality exterior paint. Any marks or scratches on the primer coat should be rubbed down and repainted as part of this finishing process.

Fully finished doors

- the factory application of the paint finish is an automated process and this may result in minor blemishes or slight inconsistencies in the paint, particularly in the area of panel joints.

Contact us for more information

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TIMBER DOORS

Timber

Timber is a natural product and there will be variations in pattern, colour, shading and grains. No two doors will be the same.

Because wood naturally expands and contracts according to environmental conditions, joints will open and close and some minor curvature may occur.

Finishing

It is vital that timber doors are fully finished as per the manufacturer's instructions before exposure to the elements.

GRP AND COMPOSITE PLASTIC DOORS

Mould marks

GRP doors are individually handcrafted in a mould and are then hand finished. Some minor marks and blemishes will inevitably remain after this process.

Translucency

When viewed from the inside, it is often possible to see variations in the translucency of the door, particularly around and between areas of relief. Such variations do not detract from the overall strength or build quality of the door.

ALL DOORS

Colour match

Pairs of doors should be ordered together to obtain the best colour match, bearing in mind the limitations of the materials used in construction.

Size variations

As the size of a door changes in height and/or width, the panel frequency and profile can change, therefore doors of the same style but of different sizes can be significantly different in appearance.

Clearances

All doors require operating clearances, ie the gap around the door panel. These are inbuilt during manufacture and should not be reduced by means of infills or draughtproofing.

Deflection

When in the open position, all doors will display a level of vertical deflection or 'sag' across the width of the panel. Individual manufacturer's specifications should be consulted for exact tolerances.