



Guarantee and Maintenance Information

CONSIDER YOUR DOOR AS AN IMPORTANT PART OF YOUR HOME. PROPER MAINTENANCE WILL RESULT IN A PROBLEM-FREE OPERATION.

1 Guarantee

From the date of door installation, the purchaser receives a 2-Year guarantee on Parts and Labour in line with the Consumer Affairs Act.

The above is subject to the below recommended Preventive maintenance care. Subject to proof the annual professional maintenance requirement will void any guarantee.

2 Recommended Preventative Maintenance Schedule for Entrance Doors





Do not continue to operate a door that has been damaged.

Do not continue to operate a door that is difficult to completely open or close.






Do not use an electric operator to “power open or close” a poorly operating or damaged door.

2.1 Inspection to be carried out from Client.

Every Month (minimum) the following inspections should be carried out:

-  Visually look at how the door sits in the opening. Can you see light coming from around the edges of the door?
-  Watch the door as it opens and closes. Is it binding with the frame?





-  Is the bottom seal intact and making proper contact with the frame?
-  Is the side weather seal intact and making contact with the door?
-  Look at the door hardware. Are all of the fasteners tight? Are there any cracks in the hinges?
-  Look at the lock. Does it engage the track securely? Does it open smoothly?
-  If the door has windows, are they cracked or damaged?

If you answered yes to any of the above issues, your door should be checked by a trained door technician before using the door further. If any of the safety equipment is not working, your door should be taken out of service until the problem is resolved.

CLEANING & PRESERVING THE DOOR

Doors must be cleaned and waxed at least every 2 months or more for harsh environments (such as coastal regions, areas with high road salt, etc.). Failure to do so may result in loss of warranty coverage.

Cleaning & waxing every 2 months is important. It,

-  Help prevent damage (rusting) caused by foreign matter or salt adhering to the door.
-  Assist to restore the look of factory-applied finish by removing dirt and chalking.

CARE INFORMATION FOR STAINLESS STEEL HANDLES AND EMBELLISHMENTS

You have purchased a high-grade stainless-steel product. Protect it by cleaning and maintaining it regularly. This is the only way to prevent corrosion caused by environmental influences and contamination related to use. Surface rust is thus not a reason for complaint!

For the care of the stainless steel, you can use commercially available stainless steel care products. Please do not use aggressive, corrosive, or abrasive materials such as acids or steel brushes, which can damage the surface of the stainless steel or adjacent components. For that reason, always take note of the manufacturer information of the care products.

- ▶ Oil or lubricate movable fitting parts once a year using only acid-free oil or vaseline.
- ▶ Under certain climatic conditions condensation may appear on the element.



2.2 Inspection to be carried out from Qualified Technician.

As the owner or operator of the door, you must have the system inspected and maintained by a specialist (competent person as defined in EN 12635) once a year.

Yearly or semi-annual preventive maintenance is definitely beneficial in catching problems before they turn into emergencies and should only be performed by trained Hörmann door technicians. Excessive grease and lubrication will actually hamper the door function unless properly applied to where it needs to be.








IGNORING THE OBLIGATION TO INSPECT AND MAINTAIN.

The following problems may occur if you do not have the door inspected and maintained as specified:

- Risk of injury
- Risk of damage
- Nullification of the warranty

Arrange for all the inspections and maintenance work to be carried out by a specialist company.

The following inspection/maintenance shall be carried out from a qualified Technician:

-  All above visual inspections,
-  Tightening of all hinges, and other fittings,
-  Cleaning and lubrication of frame and door rubber,
-  Examination of door controls and safety mechanism where applicable,
-  Examination and adjustment to the door operator where applicable.

Make sure you have a written confirmation of the maintenance carried out.

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