

Warranty Declaration by doors and parts Germany GmbH

doors and parts provide guarantees on its products that extend beyond the statutory warranty. The following provisions apply to the scope of this guarantee:

1. Warranty for garage doors

For all NORMSTAHL sectional garage doors and side sectional doors for a maximum of 2 parking spaces (excluding swing doors, roller doors, Smart XL, and industrial doors) installed and/or used in Germany, doors and parts grants a 10-year warranty from the date of invoice (2 years for roller doors, one-piece doors, Smart XL, industrial doors, and custom-made products outside the price list).

This warranty covers, excluding transport and replacement costs:

- a) Parts Warranty
Products or parts thereof, specifically including wear parts, that are unusable or significantly impaired in usability due to defective design or poor workmanship will be repaired or replaced free of charge at the discretion of doors and parts. Costs for removal and installation, as well as costs for unsolicited returns, will not be reimbursed. Replaced parts become our property. We reserve the right to reclaim replaced parts.
- b) Surface Warranty
The surface warranty for all door coverings installed in the interior* in the finished coated original colour extends to colour adhesion as well as corrosion protection and light fastness. Colour changes that may occur over time are excluded from the guarantee claim.

2. Warranty for Door Operators

For NORMSTAHL door operators SPARK 600 and 1000 model series installed and/or used in Germany, doors and parts grants a 5-year guarantee on the drive mechanics and a 2-year guarantee on the electronics from the date of invoice.

3. Warranty for Loading Technology

For NORMSTAHL loading bridges and door seals installed and/or used in Germany, doors and parts grants a 2-year warranty on fixed parts, on the electronics, and on moving parts from the date of invoice.

4. Warranty Exclusions

The following are excluded from the warranty:

- a. Damage caused by external influence or performance, particularly by third-party installations or subsequent trades in construction.
- b. Damage or changes to wooden coverings and glazing.
- c. The surface protection of frame parts that are permanently connected to the building.
- d. Colour changes of door systems caused by increased environmental influences, as well as fading that may occur over time.

- e. Expansion of the door leaf due to sunlight exposure.
- f. Transport damage.
- g. Wear and consumables in door operators (bulbs, fuses, batteries).
- h. Damage from overvoltage.
- i. Damage due to inadequate or not performed maintenance; after 24 months from the purchase, maintenance by a specialist company is required annually or at least every two years, depending on usage, to assert warranty claims.
- j. Damage from inadequate, improper, or not conducted care and cleaning of the surface.
- k. Damage due to force majeure.
- l. Damage from improper use or overloading.

The guarantee expires if the buyer falls into arrears with payment or if the defect is not reported in writing immediately after detection. The rights from this guarantee are limited to supplementary performance or replacement. If a product version is no longer offered by doors and parts, doors and parts will offer a replacement product of comparable quality and price. Should a comparable product no longer be available from doors and parts, doors and parts is entitled to alternatively provide a reasonable monetary compensation, the amount of which will be determined at the discretion of doors and parts. Further claims from this guarantee cannot be derived by the buyer or a third party, especially no claims for damages of any kind or rights of offsetting or retention.

5. Claiming the Warranty

To assert a warranty claim, the legal consequences of the contractual partners must be adhered to, and the claims are non-transferable. The warranty claim must be registered before the expiry of the specified warranty period according to the legal consequences through the contractual partner of doors and parts at the time of purchase via email.

Email to: info@normstahl.com

A written form is mandatory, and the damage must be plausibly described. The resolution of a warranty case does not extend or shorten the warranty period. The statutory warranty and guarantee rights of the customer provided by law are not limited by this guarantee, regardless of whether the guaranteed case occurs and whether the guarantee is claimed or not.

*Doors and door surfaces installed on the coast and in coastal areas are subject to aggressive influences and require additional appropriate protection!

doors and parts Germany GmbH

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