

CarTeck sectional doors

5-point warranty



Dear Teckentrup customer!

We would like to thank you for purchasing a Teckentrup garage door and for the confidence you placed in us in doing so. By purchasing this product, you have opted for quality. To ensure this quality and to take responsibility for the environment and sustainability at the same time, we were certified according to the ISO standards for quality and energy management at an early stage. First-class material, precise processing and the constant quality inspections within the framework of DIN EN ISO 9001 guarantee the highest safety, reliability and a long life. This makes the Teckentrup garage doors a worthwhile investment for every home owner and renovator, which they can enjoy for many years to come.

However, if you have reason to complain, please contact your specialist dealer. The following information/documents are required to process your warranty claims quickly.

(Only to be completed by specialist dealers and submitted to Teckentrup):

Garage door

Designation/Type of door (see CE sticker)

Invoice no. (enclose receipt)

WON (see CE sticker)

Customer

Name of customer

Street

Country, Postcode, Town/City

Telephone

Dealer

Name of dealer

Order / Item no.

Street

Country, Postcode, Town/City

Dealer stamp

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- 1 **5-year** manufacturer's warranty on track rollers, hinges, springs*, cable rollers and cables under normal load of max. 5 door actuations (open/close) per day. (*10-year manufacturer's warranty with high-performance springs)
- 2 **10-year** manufacturer's warranty on the panel against rust inside and outside.
- 3 **10-year** manufacturer's warranty on separating steel from foam.
- 4 **10-year** manufacturer's warranty on material and manufacturing defects of all stationary frame sections, which have proven to be unusable or are significantly limited in their use.
- 5 **10-year** manufacturer's warranty on bottom seal, intermediate seals, side seals and lintel seal against decomposition.



5-POINT WARRANTY

Services / Scope of application

For the duration of the warranty, we will eliminate the defects on the Teckentrup garage door, which can be traced back to a material or manufacturing defect. Subject to our choice, we undertake to replace the defective product with a defect-free one free of charge, repair it or compensate for the reduced value. The warranty claim applies only to sectional garage doors with a normal strain of maximum 5 door actuations (open/close) per day. It applies only to the country in which the garage door was bought. The garage door must have been bought on the sales channel we specified. The warranty claim applies only to damages to the subject matter of the contract within the warranty period.

The fully completed warranty certificate including the sales receipt with the date is considered to be proof for the warranty claim. Please understand that defects must be immediately reported to us in writing; the relevant parts must be sent to us on request. Unfortunately, we cannot bear the costs for removal and installation, freight and postage. Replaced parts are passed into our ownership.

The warranty does not apply to doors that are exposed to extreme influences, e.g. corrosive influences caused by use close to the sea. Also excluded are damages from / to:

- Mechanical damages due to improper transport and assembly.
- Improper installation, commissioning and operation.
- External influences such as fire, water, salts, bases, acids, unusual environmental influences.
- Insufficient servicing and maintenance, as well as incorrect or untimely protective coats.
- Primes or other surface treatments.
- Repair by unqualified persons.
- Use of parts of foreign origin without manufacturer's agreement.
- Unintentional or deliberate destruction or damage.
- Removal or defacing of the product number.