



Guarantee and Maintenance Information

CONSIDER YOUR GARAGE 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.

From the date of door installation, the purchaser receives a 5-year warranty on the springs, cables, rollers, hinges and return pulleys for garage doors used under normal conditions with max. 5 door cycles (open / close) per day. This warranty covers only material.

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

The design of the roller garage door/ rolling grille represents state-of-the-art technology. Pressure marks and abrasive wear, particularly on the top profiles, are design-related and cannot be avoided. They are not considered a reason for complaint.

2 Recommended Preventative Maintenance Schedule for Roller Shutters



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.

Do not attempt to wind, or unwind, or otherwise tamper with a torsion spring counterbalance system. That includes all brackets, cables, drums, shafts, and bearings. Only qualified persons should ever attempt adjustment of the springs or any parts associated with a counterbalance system. Severe injury or death can happen if improperly tampered with.

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 under one side more than the other? Can you see light coming from around the edges of the door?
- Look at the door slats. Are they dented, or damaged? Are the sections coming apart? Has the any fixing failed leaving the slats integrity and strength compromised? Is the metal fatigued and cracking?
- Watch the door as it opens and closes. Is it binding in the tracks?
- Operate your door manually. It should roll up and down smoothly. Does it stay in the fully open position or drift down into the opening? Does it fly off the ground and lose momentum at the header?
- If the door is chain hoist operated, it should go up smoothly and evenly. Does your door bind on one side of the tracks when you operate the chain hoist? Do you operate the chain without the door moving? The hand chain should fit easily into the chain clasp on the door track or mounted to the wall.
- If the door is motor operated, it should fully stop as the door hits the floor and when it fully reaches the header. Does the motor run awhile before the door moves? Does the motor keep running when it hits the floor? Does it stop when it reaches the header, or does it stop short or go past?
- If the door is motor operated, check the open, stop close button as applicable to make sure all are working. Check the reverse edge on the bottom of the door to make sure the door reverses when it is closing. Check any safety devices and their operation.
- Look at the vertical track that the door rollers travel in. Are they hit or damaged? Are there missing bolts? Are the wall brackets securely fastened or missing anchors?
- Is the bottom weather seal intact and making proper contact with the floor?
- Is the side weather seal intact and making contact with the door sections?
- Can you see metal shavings or ball bearings at the base of the vertical tracks?
- Do you hear any clunking sounds as the door opens and closes?
- Look at the cables. Are they frayed or twisted?
- Look at the on-door hardware. Are all of the fasteners tight? Are there any cracks or damages?



- 🔍 Look at the side gliders and wind locks. Are they all still in place? Do any of them show signs of wear?
- 🔍 Look at the lock. Does it engage the track securely? Does it open smoothly? When it opens, does it clear the track going through the horizontal track?
- 🔍 If the door has windows, are they cracked? Do each of the windows have all of the glass stop anchoring the glass in?

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 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 every 2 months is important. It,

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

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 – in the case of more than 50 door cycles a day, every 6 months.

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, couplings, tracks, and other fittings,
- Cleaning of tracks,
- Adjustment of springs tension,
- Adjustment of brakes, clutches, and limit assemblies (as applicable),
- Proper lubrication of rollers, hinges, chain hoists, release mechanisms, shaft bearings, and all other moving parts,
- Examination of door controls and safety mechanism,
- Examination and adjustment to the door operator.

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

END OF DOCUMENT