



## **Cardale Guarantees**

**a)** Cardale garage doors are guaranteed against any form of manufacturing defect for a period of 2\*years from the date of original purchase.

**(b)** Cardale Doors Limited also guarantee that its garage doors will operate safely and reliably for a period of 10\*years from original installation.

**(c)** Cardale electric operators are guaranteed against any form of manufacturing defect for a period of 5 years for mechanical elements, motors and transformers and for a period of 2 years for other electronic and radio equipment.

**(d)** The Exterior finish is guaranteed to provide an effective weatherproof membrane which will resist perforation of the substrate from the weather side due to corrosion for the periods indicated below. Colour change or fade to the exterior surface will be limited and uniform during the guarantee period.

10 years - Plastisol and Weathergrain Steel, ABS Elite, Steel-line, Thermaglide and Carteck.

2 years - Fully finished timber doors, GRP, Primed Steel and basecoat treated Timber Doors \*Period for Carteck Sectional Doors is 5 years .

## **Product guarantees Subject to conditions set out below; Guarantees are subject to the condition as set out below;**

**1.** During the comprehensive 2 year guarantee period Cardale Doors Limited undertake to repair or replace (at its discretion), and without charge, products or components which have suffered any form of manufacturing defect. Claims must be notified within 3 days from the date of delivery or within a reasonable time after discovery of any defect.

**2.** Products covered by these guarantees must have been purchased through an authorised Cardale garage door distributor or as original equipment attached to a newly built dwelling.

**3.** The warranties shall apply for normal use only. Normal use constitutes no more than 5 operations (open/close cycles) per day.

**4.** The warranties offered attach to the Cardale product only and no consequential damages will apply no matter how caused.

**5.** No liability will be accepted as a result of normal wear and tear, incorrect storage, incorrect handling, faulty installation, incorrect use or wilful damage.

**6.** Claims under this guarantee must be made through the original supplier and accompanied by relevant documentation indicating the date of purchase (e.g. receipt).

**7.** Cardale Doors Limited maximum liability shall be the original purchase price inclusive of Value Added Tax at the rate prevailing when supplied.

**8.** Any product which is the subject of a claim:

**i)** must have been correctly installed in accordance with the installation instructions supplied and thereafter properly maintained by a suitably experienced engineer on a regular basis as set out in the Maintenance and Operating Instructions provided with every door. (Additional copies of these instructions are available by calling 01280 703022). We recommend that regular maintenance is provided by a suitably experienced engineer. See your Yellow Pages for your local Cardale Garage Door or AGDS specialist.

**ii)** must have the manufacturers reference number still intact (found on the barcode label on the door)

**iii)** must not have been modified in any way.

A Service Passport is supplied with every Cardale garage door and this document contains useful information on how to look after your door. It also includes a Service Record section in which to record each time your door receives regular routine servicing. This record will be useful in the unlikely event of a claim under this guarantee.

**9.** Claims will not be accepted where the cause is due to:

**i)** impact or mechanical damage suffered during or following installation, e.g scratches, indentations, tears, scuffs or other surface abrasion.

**ii)** damage or discolouration caused by contact with any form of caustic, abrasive or corrosive substance, fumes, bird droppings, fire, smoke, floodwater, salts, acids, or from exposure to abnormal atmospheric pollution.

**10.** This guarantee excludes normal wear and tear on items such as cones, cables, spindles, lock cylinders, hinges or springs.

**11.** Only Cardale original spare parts must be used when required. The use of non-Cardale parts shall invalidate this guarantee. Warranty period for replacement parts is 6 months or the balance of the original warranty period if greater.

**12.** The Exterior Finish Guarantee applies only to the weatherside surface and where more than 5% of the surface area of the door is affected. Surfaces must be freely exposed to washing by rainfall and kept clear of accumulated dirt and debris and given equal exposure to local environmental conditions and consistent natural lighting conditions across the face of the door. Special attention is drawn to Clause (9) (ii).

**13.** Primed steel doors and basecoat treated timber doors must receive a suitable exterior quality finishing topcoat immediately after installation. This topcoat finish must be applied strictly in accordance with the manufacturer's instructions.

**14.** The guarantee period for electric operators excludes batteries, fuses and light bulbs.

**15.** Parts replaced free of charge become the property of Cardale Doors Limited.

**16.** Attempted repairs by non-qualified individuals shall invalidate this guarantee.

**17.** The specific terms of this guarantee shall only apply to products purchased on or after October 2006 within the UK and Eire.

**18.** Cardale garage doors and associated products are sold subject to the Cardale Doors Limited Standard Terms and Conditions of Sale, copies of which are available upon request. Cardale Doors Limited shall not be liable as a result of any representation, implied warranty or other term or condition or for any consequential loss or damage, costs, expenses or other claims whatsoever except as expressly set out in these Terms and Conditions of Sale