



## Limited Warranty for Residential Doors General Information

Hörmann Group North America warrants to the original residential user and/or purchaser of the Hörmann product that Hörmann will, at its option, repair or replace failed garage door sections or hardware components (including springs) from date of purchase to the specified period in the limited warranty table listed below. Hörmann Group North America may utilize new, repaired or reconditioned parts of the same or similar design as replacement parts.

(...) Previously marketed model name

	Pro Safe 2100 (Gemini 2100)	Pro Tech 2500 (Gemini 2500)	Therma Safe 3200* (Orion 3200)	Therma Tech 3400 (Orion 3400)	Clima Tech 4400	Style Safe 5200 (Phoenix 5200)	Deco Safe 5250 (Tucana 5250)	Therma Style 5500
	Steel							
Sections	Limited Lifetime							
Hardware	3 Yrs.	2 Yrs.	4 Yrs.	3 Yrs.	4 Yrs.	6 Yrs.	6 Yrs.	5 Yrs.
Springs	3 Yrs.	3 Yrs.	3 Yrs.	3 Yrs.	3 Yrs.	3 Yrs.	3 Yrs.	3 Yrs.

\*Therma Safe 3200 Extreme Package Option is available with unlimited lifetime torsion spring and hardware warranty

(...) Previously marketed model name

	CLASSIC SAFE 7200 (Solaris 7200)	INFINITY CLASSIC 7800 (Aries 8200)	POLARIS 9200
	Aluminum		Wood
Sections	Limited Lifetime		1 Yr.
Hardware	8 Yrs.	7 Yrs.	5 Yrs.
Springs	3 Yrs.	3 Yrs.	3 Yrs.

### Limited Warranty for Hörmann Steel Garage Doors (2100 / 2500 / 3200 / 3400 / 4400 / 5200 / 5250 / 5500 Series)

Sections shall be warranted against deterioration due to warping, splitting, rotting, cracking or rusting through caused by defective materials or workmanship (excluding installation) for the warranty period listed in the Limited Warranty table above. Hörmann steel garage doors located less than 1.25 miles from salt atmospheres, limit their warranties for paint finish color change and chalking for a period of one (1) year. The film integrity of the paint finish will not be covered in those areas. Film integrity includes the cracking, checking or peeling of the paint finish that is apparent upon ordinary outdoor visual observation.

### Limited Warranty for Hörmann TimberLast™ Finish Garage Door Colors

Sections shall be warranted against any paint finish color change and chalking for the warranty period of 5 years.

### Limited Warranty for Hörmann Glazed Aluminum Doors (7200 Series)

Sections shall be warranted against any material failure or assembly craftsmanship for the warranty period listed in the Limited Warranty table above excluding glazing & aluminum sheet/panels.

### Limited Warranty for Hörmann Premium Aluminum and Wood Doors (7800 / 9240 / 9200 Series)

These series have unique warranties specific to each product. For further details refer to warranty sheets for these products (G-8 & G-9).

## Limited Warranty for Hardware, Springs and Components

Hörmann will replace defective springs for the respective warranty period(s) listed in the Limited Warranty table above. Hörmann warrants its hardware components excluding glass, frames, inserts, and decorative hardware against material failures or assembly workmanship for the warranty period(s) listed in the Limited Warranty table above. Extension springs are not covered in the Limited Lifetime Warranty. This warranty applies to Hörmann Group North America products purchased and used in the United States of America, Canada, Mexico, Puerto Rico and Virgin Islands.

## Installation of a Garage Door Opener (G.D.O.)

Installation of a G.D.O. requires the top of the door to be properly reinforced the full width. Hörmann recommends a professional installing dealer for your G.D.O. needs. Any G.D.O. not installed by a professional garage door installation company voids this warranty. Garage door openers, when not installed correctly can cause injury or death. Check the G.D.O. owner's manual for proper installation and adjustments. Monitor these adjustments monthly. Damage to your door by a G.D.O. is not a factory defect and not covered under this warranty.

## Maintenance

Periodic cleaning and inspection of the product must be performed in order to sustain the product warranty. Any issues discovered upon inspection should be addressed immediately. To best protect the product, the *Steel Door Cleaning and Finishing Guidelines* (G-13) should be followed. Refinishing a door that has exposed bare metal surfaces due to damage, corrosion, or exposure is considered necessary and part of proper maintenance. If mechanical issues are detected, Hörmann Group North America recommends that only an EXPERIENCED DOOR TECHNICIAN such as your Hörmann Dealer make adjustments to your door. **Serious injury can result from improper adjustments to the product.**

## Claims

To obtain warranty service, proof of date and place of purchase of the Hörmann Group North America product must be provided. Applications for warranty claims must be made in writing using a *Quality Improvement Form* (G-24) within 90 days of knowledge of the apparent defect to: Hörmann Group North America, 450 Airport Road, Sparta, Tennessee 38583 or email: [info1@hormann.us](mailto:info1@hormann.us)

## Limitations

These warranties do not cover removal of defective parts or product or installation of repaired or replacement parts or product, damage while in transit to our service location, commercial use or residential use other than in single family installation, or damages that result from improper installation or operation, normal wear, lack of proper maintenance, unauthorized repair, product modification, fire, flood, weather, accidents or delays in notice to Hörmann.

Except for these limited warranties, Hörmann expresses no other warranties, does not guarantee the performance of this product, and specifically disclaims all implied warranties, including, without limitation, any implied warranty of merchantability or implied warranty of fitness for a particular purpose or use. Exclusions include but are not limited to any deterioration resulting from commercial / industrial or non-residential use, damage caused by fire, other accident or casualty, vandalism, rust resulting from scratches, defects in paints or coatings used to finish door sections, acts of god, harmful fumes, foreign substances or paint application. This warranty shall not extend to any damages or claims with respect to any products that in any way or degree have been altered or were not part of the original door, misused, improperly handled or not installed in accordance with Hörmann installation instructions or other circumstances beyond Hörmann's control.

No representative of Hörmann may change or alter these limited warranties or extend these limited warranties to someone other than the original user. Hörmann's exclusive obligations under these limited warranties will be limited to repairing or replacing any components that, upon inspection, appear to have flaws in materials and/or workmanship. Whether repair or replacement is appropriate is a decision Hörmann shall make at its sole discretion. Displaced or removed parts become the property of Hörmann. Replacement parts may be new or reconditioned parts of the same or similar design. Hörmann shall have no liability for damages or losses of any kind directly or indirectly caused by any breach of this limited warranty or the use or inability to use this product, including but not limited to damages to property, damages for inconvenience or delay, damages for lost profits or business interruption, or direct, indirect, incidental, consequential, special, exemplary, or punitive damages, even if Hörmann shall have been advised of the possibility of such potential losses or damages. In no event shall Hörmann's liability exceed the retail cost nor include shipping or installation costs of these products covered by this warranty.