

# Warranty

Centor Integrated Doors

Effective June 1, 2015

centor®



# Warranty

## Centor Integrated Doors

This warranty applies to Centor Integrated Doors purchased after the effective date and extends to the owner of the building in which the doors were originally installed. When the building is sold, this warranty is fully transferable to the new owner(s) of the building.

Centor warrants that material quality and workmanship of the products supplied meet Centor quality standards and for the period of the warranty we will replace or repair (at our sole discretion) defective components.

A condition of this warranty is that the door is for residential use and maintained in accordance with the requirements defined in the Centor Care and Maintenance Guide.

This warranty is applicable only to product installed in UK and Ireland. For information on warranties available in other countries, please contact Centor.



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## **Door panels and frames**

### **Glass**

Glass warranty applies to Centor factory installed glass or Centor supplied glass that is installed by Centor Integrated Dealers. Glass is warranted to be free from defects caused by defective materials or poor workmanship for a period of ten (10) years. Insulated glass units are warranted against seal failure caused by defective materials or poor workmanship that results in visible obstruction through the glass. The glass warranty is extended from our glass supplier and the same warranties, limitations and exclusions provided by that supplier are passed through to the owner.

### **Components other than glass**

Centor's integrated door hardware (carriers, concealed hinges and AutoLatches™) and frame and panel assemblies are warranted for ten (10) years against material and manufacturing defects.

The primary access lock and handle are warranted for one (1) year against material and manufacturing defects.

### **Aluminium Paint Finish**

Centor's standard paint finish on aluminium profiles is applied in accordance with BS EN 12206-1:2004. The paint finish on aluminium is warranted for five (5) years against manufacturing defects that result in deterioration that is abnormal for the environment in which it is installed. Normal colour fade or loss of gloss is not a defect.

### **Interior Wood Finish**

As a natural material wood will vary in colour, texture and grain. Variation in the appearance of wood including raised grain, colour variation and figuring may be enhanced by the application of clear or lightly coloured finishes and are not defects.

Centor factory applied finishes to wood profiles require regular maintenance and therefore are not covered under this warranty. are warranted for two (2) years against manufacturing defects resulting in loss of adhesion or film breakdown under normal interior conditions.

### **Screens and Shades**

Centor's retractable insect screens and shades are warranted for five (5) years against material and manufacturing defects.

### **Exclusive Remedy**

This warranty is made as of the original date of product purchase. If a defect that is covered by this warranty is reported during the term of the applicable warranty period, and the terms of care and maintenance are in accordance with the published Centor requirements, then Centor will, at its discretion:

1. repair or replace the product or component
2. refund the price paid for the defective Centor product or component.

Removal, installation, finishing and disposal costs and services are not included. Repair of building finishes are excluded. Replacement parts may differ from the original parts, however, Centor will endeavour to supply original replacement parts.

Replacements and/or repairs provided by Centor are warranted for the remainder of the original product warranty period.

### Exclusions

Suitability of product selection for compliance with local or other applicable building codes.

Condensation is not a product defect, but the result of excess humidity.

Damage caused during transport, delivery or handling is covered under separate insurance so is not covered under the warranty.

Normal colour fade of paint finishes due to UV and atmospheric conditions.

Untreated wood surfaces not coated with a quality wood finish inside 30 days from leaving Centor factory.

Damage, defects or other problems resulting from causes outside Centor's direct control are excluded from cover under this warranty. Such exclusions include, but are not limited to:

- Damage caused by installation not in accordance with Centor's Installation Instructions and good building practice.

- Failure to follow the Centor Care and Maintenance Guide.
- Failure to follow the correct operation procedures outlined in the Care and Maintenance Guide
- Finishes not applied in Centor factory.
- Damage is specifically excluded, including (but not limited to) abrasion, gouging, impacts, drilling of holes, penetration by gun nails, grinding sparks, acid wash, scratching of glass with razor blades and the use of inappropriate cleaners and chemicals.
- Water infiltration other than as the result of a defect in manufacturing or materials or workmanship.
- Products installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems.
- Damage caused by condensation, frost, or mould, mildew, or fungus on product surfaces, on the room and/or weather exposed side of insulated glass.
- Stains or blemishes on fabrics used in Insect Screens or Shades, caused after manufacture.
- There is no warranty on the change in appearance of any surfaces due to dirt.
- Accidents.
- Normal wear and tear.
- Acts of God.

- Installations near to high-humidity environments such as, but not limited to, swimming pools, saunas, or hot tubs.
- Shifting or settling of the structure in which the product is installed.
- Extreme weather events.
- Extreme or unusual atmospheric conditions.
- Misuse, abuse, modification, alteration, accident, negligence.

#### **Limitation of Liability**

The full extent of Centor's liability in any warranty claim is limited to the original invoice value of the product claimed to be defective. This limitation of liability shall survive and apply even if the exclusive remedy is found to have failed its original purpose excluding installation, survey and delivery charges.

Centor will not be liable in contract, tort or otherwise for costs, expenses, loss or damage to any person or property, including consequential losses or loss of profits, resulting directly or indirectly from any defect or breach of warranty.

#### **No Waiver**

Centor may, in its discretion, extend benefits (good will) beyond what is covered under this warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Centor's right to strictly enforce the exclusions, disclaimers, and limitations set forth in this warranty in any or all other circumstances.

#### **Warranty Claims**

All warranty claims must be made within sixty (60) days of the appearance of the defect. To make a warranty claim, contact your Centor dealer. If, after five days, your dealer has not responded, send a written request to: *Centor Europe Ltd, Unit 6 Elmdon Trading Estate, Bickenhill Lane, Birmingham, Attn: Warranty Claims*. Include the following information: your name, address, and phone number, the date you purchased your product, the name of the dealer from whom you purchased your product, a description of product, order number, specific definition of problem or defect, actions you have taken and contacts you have made with your local dealer. Once we've received your letter, we will respond to your claim promptly.

#### **This is the only Warranty**

This warranty is for Centor Integrated Doors and the component parts thereof. This is the only warranty provided by Centor for Integrated Doors. All other warranties, whether expressed or implied by any legislation, are hereby excluded to the extent permitted by such legislation.

This warranty does not affect any rights under English law.

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