

## Conditions of warranty for operator systems and accessories

for Garage doors (Comfort 2xx-series, 3xx-series), Hinged and sliding gates,  
 Roller shutters and awnings

applicable from 07/2014

Dear Marantec customer,

We are pleased that you have decided to purchase our products and would like to thank you for the confidence you have placed in our company. Operator systems made by Marantec GmbH & Co. KG are manufactured to the highest standards of quality and production, are rigorously tested and are subject to strict quality assurance controls according to DIN EN ISO 9001.

In addition to the statutory warranty provided by the dealer, Marantec provides a **manufacturer's warranty**. This voluntary warranty provides an additional advantage for our customers.



### Warranty period

We provide the following warranty on parts from the date of purchase:

- 5 years on motor unit, control unit and operator rail
- 2 years on motor unit and control unit with accu technology
- 2 years on products of accessories series „Digital, Command, Control, Special“
- 6 months on replacement parts

Warranty claims are excluded for consumables and parts subject to wear, e.g. fuses, batteries, light bulbs, mechanical braking systems etc.

In the event of repair or replacement as a result of filing a warranty claim, there is no entitlement to an extension of the warranty period. For repair or replacement, a warranty period of six months applies from the date of repair, but at least for the remaining period of the original warranty period.

### Conditions

Claims under warranty must be addressed to the specialist dealer of the country in which the product was purchased. The product must have been purchased through the sales channel specified by us. The purchase receipt serves as proof for claims under this warranty. There is no entitlement to claims for expenses for removal and installation, inspection of corresponding components and claims for loss of revenue and compensation.

### Warranty performance

Entitlement under this warranty is exclusively for damage to the contractual object itself. Proof must be furnished that the defects in the product are the result of a faulty component or a material or manufacturing defect.

We undertake to replace the defective product or part with a non-deficient one, to repair it or to reimburse you for any reduction in value free of charge within the warranty period.

Please note that the scope of the voluntary manufacturer's warranty covers only private use of the door system. We define private use as a maximum of 10 cycles (OPENING/CLOSING) per day.

This warranty does not cover damages which are due to:

- Improper use of the product outside the performance data/areas of use documented in our technical data
- Force majeure, such as fire, water, abnormal environmental conditions
- Mechanical force, such as accident, fall, knock
- Negligent or wilful destruction
- Wear/attrition
- Deficient maintenance
- Repairs by a non-qualified person
- Use of non-original components/parts
- Removal or masking the production number

Any parts replaced shall revert to our ownership.