

Product Guarantee

WESSEX GRP PRODUCTS LIMITED. (Wessex)

Please Note:

- As Wessex GRP Products' policy is one of continuous improvement, we reserve the right to change the specification or withdraw any products without prior notice.
- All details are correct at time of going to press. E & OE.

Date: 1st May 2011 Issue 2

Subject to conditions set out below;

- Wessex garage doors are guaranteed against any form of manufacturing defect for a period of 2 years from the date of original purchase.
- Wessex electric operators are guaranteed against any form of manufacturing defect for a period of 2 years for mechanical elements, motors and transformers and for a period of 2 years for other electronic and radio equipment.
- 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.
2 years - GRP
- Colour change or fade to the exterior surface will be limited and uniform for a period of 2 years.

CONDITIONS

- During the comprehensive 2 year guarantee period Wessex GRP Products 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.
- Products covered by these guarantees must have been purchased through an authorised Wessex garage door distributor or as original equipment attached to a newly built dwelling.
- The warranties shall apply for normal use only. Normal use constitutes no more than 5 operations (open/close cycles) per day.
- The warranties offered attach to the Wessex product only and no consequential damages will apply no matter how caused.
- No liability will be accepted as a result of normal wear and tear, incorrect storage, incorrect handling, faulty installation, incorrect use, non adherence to routine maintenance schedule or willful damage..
- Claims under this guarantee must be made through the original supplier and accompanied by relevant documentation indicating the date of purchase (e.g. receipt).
- Wessex GRP Products Limited maximum liability shall be the original purchase price inclusive of Value Added Tax at the rate prevailing when supplied.
- Any product which is the subject of a claim:
 - 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 01942 832 355). We recommend that regular maintenance is provided by a suitably experienced engineer. See your Yellow Pages for your local Wessex Garage Door or AGDS specialist.
 - must have the manufacturers reference number still intact (found on the barcode label on the door)
 - must not have been modified in any way.
- Claims will not be accepted where the cause is due to:
 - impact or mechanical damage suffered during or following installation, e.g scratches, indentations, tears, scuffs or other surface abrasion.
 - 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.
- This guarantee excludes normal wear and tear on items such as cones, cables, spindles, lock cylinders, hinges or springs.

- Only Wessex original spare parts must be used when required. The use of non-Wessex parts shall invalidate this guarantee. Warranty period for replacement parts is 6 months or the balance of the original warranty period if greater.
- 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) (i).
- The guarantee period for electric operators excludes batteries, fuses and light bulbs.
- Parts replaced free of charge become the property of Wessex GRP Products Limited.
- Attempted repairs by non-qualified individuals shall invalidate this guarantee.
- The specific terms of this guarantee shall only apply to products purchased on or after August 2010 within the UK and Eire.
- Wessex garage doors and associated products are sold subject to the Wessex GRP Products Limited Standard Terms and Conditions of Sale, copies of which are available upon request. Wessex GRP Products 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.

General Advice

Door Cleaning

Periodically clean the door panel using warm water and a soft cloth or sponge. Allow to dry naturally. Never use detergent, abrasive, caustic or solvent based cleaners as they may damage the door surface. Bird droppings should be removed immediately as these can be particularly caustic.

Customer Maintenance

Moving parts should be lubricated regularly to ensure smooth operation. Every six months visually inspect all wear items (including cables) for signs of wear. If wear is detected we recommend you contact your local Wessex approved service engineer to arrange for a replacement. Garage door springs are under extreme tension and should only be repaired or replaced by a suitably qualified engineer.

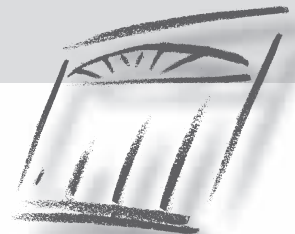
Other performance issues affecting Wessex. garage doors are:

Wessex G.R.P. doors are individually handcrafted products manufactured to specific customer order. Due to the nature of the product and the hand finishing processes used they may occasionally display small blemishes which do not detract from the overall appearance of the product. These are regarded as being within manufacturers tolerance when such blemishes are not visible to the naked eye when viewed from a distance of three metres. Similarly, Woodgrain effect products will, like the natural material, display colour variations across their surface and colour will vary from door to door. Ordering doors to match helps reduce the variation but will not eradicate it entirely.

Translucency of the door panel may vary when viewed from the inside on a bright day due to variations in laminate thickness. This does not represent a manufacturing defect and overall performance is not affected.

Size and Deflection - the natural curing process does not affect the ultimate product size and a tolerance of ± 6 mm on both height and width is deemed acceptable. One piece up and over doors in the 'open' position will display a level of vertical deflection or 'sag' across the width of the panel and up to 6mm per linear metre is within design tolerance.

These terms and conditions do not affect your statutory rights.



wessex
DOORS