



General Information



Raising Standards
Advancing Safety

Domestic Garage Door Warranties

Standard Warranty and **Warranty PLUS** for extra peace of mind, offered by **dhf** Garage Door Group members



Standard Warranty

Garage Door installations carried out by a full member of the **dhf** Garage Door Group are normally warranted for a period of 2 years from the date of installation. Please check the exact warranty details with your installer. In some cases, certain products carry an extended period of warranty. The customer has the full benefit of all these extended warranties.

Warranty PLUS - complimentary extra protection if a dhf installer ceases to trade*

In the unlikely event of a **dhf** Garage Door Group Installer (**full member**) ceasing to trade during the normal 2-year warranty period then the installation warranty will be honoured by the manufacturers listed below providing all the products used in the installation have been manufactured and supplied by these companies and comply with the terms of the Machinery Directive/UKCA/CE marking. This warranty is given by the member company and not **dhf**.

What's included in **Warranty PLUS**?

The Warranty PLUS promise means that if you have any problems during the normal 2-year warranty period, resulting from incorrect or poor installation, and the **dhf** member has ceased trading, it will be rectified to ensure the installation is of a satisfactory standard.

Warranty PLUS does not cover consequential loss or damage and also excludes consumable items such as batteries, bulbs etc. The maximum liability under the warranty shall be the original purchase price inclusive of VAT at the time of installation.

Warranty PLUS is subject to:

- an annual documented service and safety check being carried out by a **dhf** Garage Door Group member
- the application of the **dhf** visual appearance standard (see overleaf) and the warranty conditions of the product manufacturer
- compliance with recommended maintenance procedures

Look for the **dhf** logo or check the **dhf** website to confirm full membership status.



www.dhfonline.org.uk

Please retain your invoice as proof of purchase and confirmation of the installation date.

*when meeting all criteria above

Warranty PLUS applies only to products supplied by the following manufacturing members

This warranty does not affect your statutory rights and only applies if a **dhf** full member ceases to trade.



Visual appearance of garage doors

A new garage door can be a significant investment that will transform the appearance of your home. This information sheet is a guide to the quality you can expect.

The quality check

The quality check should be carried out in natural daylight, not direct sunlight. Stand at a distance of 3 metres from the door to view the overall appearance.

The door is acceptable if, taking into account the facts below, none of the following is readily visible on the face of the door:

- marks or distortion associated with the manufacturing process
- minor indentations, marks or scuffs on the surface
- paint or stain blemishes

Steel doors

Panel distortion

The rolling or pressing of steel panels during manufacture will cause distortion in the steel and, while every effort is made to keep this to a minimum, inevitably some visible distortion will remain. The application of high gloss paints will make this slight distortion more apparent, especially under certain lighting conditions such as car headlamps or bright sunshine. It is therefore recommended that a matt or semi-gloss finish be applied to the door.

Timber doors

Timber

Timber is a natural product and there will be variations in pattern, colour, shading and grains. No two doors will be the same.

Because wood naturally expands and contracts according to environmental conditions, joints will open and close and some minor curvature may occur.

Finishing

It is vital that timber doors are fully finished as per the manufacturer's instructions before exposure to the elements.

GRP and composite plastic doors

Mould marks

GRP doors are individually handcrafted in a mould and are then hand finished. Some minor marks and blemishes will inevitably remain after this process.

Translucency

When viewed from the inside, it is often possible to see variations in the translucency of the door, particularly around and between areas of relief. Such variations do not detract from the overall strength or build quality of the door.

Roller doors

Curtain marking

Please note that due to the rolling action of the door, surface marking may be caused by security locks, dust and debris. This does not constitute a product fault and performance is not affected in any way.

Paint finish

Primed doors

- the primer coating is applied as a base coat only and as such requires additional finishing with a good quality exterior paint. Any marks or scratches on the primer coat should be rubbed down and repainted as part of this finishing process.

Fully finished doors

- the factory application of the paint finish is an automated process and this may result in minor blemishes or slight inconsistencies in the paint, particularly in the area of panel joints.

All doors

Colour match

Pairs of doors should be ordered together to obtain the best colour match, bearing in mind the limitations of the materials used in construction.

Size variations

As the size of a door changes in height and/or width, the panel frequency and profile can change, therefore doors of the same style but of different sizes can be significantly different in appearance.

Clearances

All doors require operating clearances, i.e. the gap around the door panel or curtain. These are inbuilt during manufacture and should not be reduced by means of infills or draughtproofing.

Deflection

When in the open position, all doors will display a level of vertical deflection or 'sag' across the width of the panel. Individual manufacturer's specifications should be consulted for exact tolerances.

Contact us for more information

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