

Residential Door Warranty

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. 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.

Model	Pro Safe 2100	Pro Tech 2500	Therma Safe 3200*	Therma Tech 3400	Therma Tech 3500	Modern Tech 3550	Clima Tech 4400	Style Safe 5200	Deco Safe 5250
Sections	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime
Hardware	3 years	2 years	4 years	3 years	3 years	3 years	4 years	6 years	6 years
Springs	3 years	3 years	3 years	3 years	3 years	3 years	3 years	3 years	3 years

*THERMA SAFE 3200 Extreme Package Option is available with unlimited lifetime torsion spring and hardware warranty

Model	Therma Style 5500	Clima Elite 5800	Classic Safe 7200	Luma Classic 7400	Modern Classic 7500	Infinity Classic 7800	Heritage Wood Doors
Sections	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime	Limited Lifetime
Hardware	3 years	2 years	4 years	3 years	3 years	3 years	4 years
Springs	3 years	3 years	3 years	3 years	3 years	3 years	3 years

Limited Warranty for Hörmann Steel Garage Doors

(2100 / 2500 / 3200 / 3400 / 3500 / 3550 / 4400 / 5200 / 5250 / 5500 / 5800 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 Aluminum Doors (7200 / 7400 / 7500 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).

Residential Door Warranty

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 LLC 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 LLC 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 LLC 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 LLC, 5050 Baseline Road, Montgomery, Illinois 60538 or email: info@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.

LRV Guidelines for Field Painting:

Dark finished doors are often pre-disposed to thermal bowing, especially when in direct sunlight or a high heat / high UV environment. Insulated doors painted with a dark color may experience warping, rubbing, or other issues if these guidelines are not followed. This is not considered a product defect. To avoid overlay delamination, please note our guidelines. For detailed information, see Door & Access Systems Manufacturers Association Technical Data Sheet 185. If doors are field-painted using finishes with an LRV below 15, Class II reinforcements is required, and failure to add Class II reinforcements will void all warranties.

Clima Elite 5800 Warranty

Limited Warranty for Hardware, Springs and Components

The composite overlay material is warranted against rot or delaminating for a period of (5) Five Years. This five year warranty is prorated from the date of shipment. For the first year the door will be replaced at 100% of the door's original value. Each year thereafter the replacement value (amount Hörmann will warrant) will be reduced by 15% for five years:

- 1st year warrants 100% replacement value
- 2nd year warrants 85% replacement value
- 3rd year warrants 70% replacement value
- 4th year warrants 55% replacement value
- 5th year warrants 40% replacement value

LRV Guidelines for Field Painting:

Dark finished doors are often pre-disposed to thermal bowing, especially when in direct sunlight or a high heat / high UV environment. Insulated doors painted with a dark color may experience warping, rubbing, or other issues if these guidelines are not followed. This is not considered a product defect. To avoid overlay delamination, please note our guidelines. For detailed information, see Door & Access Systems Manufacturers Association Technical Data Sheet 185. If doors are field-painted using finishes with an LRV below 15, Class II reinforcements is required, and failure to add Class II reinforcements will void all warranties.

Infinity Classic 7800 Warranty

Limited Warranty for Premium Residential Aluminum Doors

Hörmann residential aluminum doors, when installed for residential use are warranted against oxidation or corrosion of the garage door sections resulting from the exposure to normal environmental conditions such as rain, ice, snow and sunlight for as long as you own your home, subject to the below schedule. Minor surface variations are not considered defects.

FINISHES: All painted or anodized door finishes provided by Hörmann are warranted for as long as you own your home. Color variations of anodized finishes are inherent due to material lots, environmental, chemical and equipment variations and not considered a defect. Hörmann exceeds AAMA specifications for color variations of ± 5 delta E. If more precise color tolerances are required, please consider a painted or powder coated finish. Color fading and/or chalking of painted/powder coated finishes are inherent after exposure to sunlight and is not considered a defect. Minor scratches and abrasions, which occur in shipping or handling of the door, are not considered a factory defect regardless of finish type. To maintain this warranty, the paint system must be kept free of harmful foreign substances. Exposure to harsh environmental conditions such as salt air requires more frequent and additional maintenance/cleaning.

Hörmann reserves the right to determine whether the defect will be repaired or replaced. When replacement is necessary, Hörmann agrees to replace the defective finished aluminum garage door sections to the original purchaser from the date of original shipment, as follows:

- Five Years (5) - Complete replacement of finished door sections
- Ten Years (10) - *50% discount off finished replacement door sections
- Twenty Years (20) - *25% discount off finished replacement door sections
- Lifetime - *10% discount off finished replacement door sections

*Discounts refer to manufacturer's current wholesale price of factory finished door sections and do not include aftermarket finishes.

Upon inspection, Hörmann's authorized factory representative will solely determine the severity and extent of any alleged manufacturing defect. Hörmann will not be responsible for any packaging, shipping, transportation, labor, and/or field service charges.

Operational painted or finished hardware component finishes are warranted against peeling only for a period of one year. All other components of the door and hardware system are warranted against defects in material and/or workmanship for a period of one year from the shipment date. No other warranties are expressed or implied by Hörmann, nor shall they extend beyond stated time periods. No warranty is expressed or implied for merchantability or suitability for particular applications of purposes either determined by the purchaser or not.

Hörmann's warranty is strictly and expressly limited and is in lieu of all other warranties, Hörmann will not be liable for special, incidental or consequential damages, subject to specific rights afforded to a buyer in various states regarding limitations and time periods. Hörmann reserves the sole right to determine whether the defect is a result of a manufacturing defect or abuse to the product. This warranty shall be void, if in Hörmann's judgment, the product was subjected to abuse, misuse, neglect, lack of proper maintenance or if the product was altered during or after installation in any way that may have impaired its safety, operation or efficiency. Hörmann will not be responsible for damages resulting from the product hit by any external object or force.

ENVIRONMENTAL CONSIDERATIONS: Aluminum, while offering excellent strength and durability properties, will collect moisture from condensation on the interior surface of the door when substantial temperature variations are present between the interior and exterior door surfaces. Moisture may also occur when raising the door overhead while it is raining or when water has collected on the outside of the door. These are not considered defects.



PAINTING YOUR DOOR: If you choose to add an aftermarket finish to your door, we only recommend finishing aluminum doors that are factory pre finished with the white Polycron II paint system. This warranty is void if buyer fails to follow the Hörmann "ALUMINUM DOOR FINISHING INSTRUCTIONS" listed below.

ALUMINUM DOOR FINISHING INSTRUCTIONS: To improve the adhesion of the paint, lightly scuff the door's surface with a "Scotch Bright" type scouring pad to reduce gloss (**DO NOT USE STEEL WOOL**). Do not expose bare aluminum. Any exposed bare aluminum must be coated with a primer specifically intended for aluminum. First clean your door with a mild cleaner as appropriate for the surface finish, followed by a 10:1 mixture of water and vinegar. Rinse the door thoroughly with clean water and let dry completely before painting. **DO NOT PAINT IN DIRECT SUNLIGHT or if THE DOOR'S SURFACE IS WARM TO THE TOUCH.** Dark colors are not recommended where the door is exposed to direct sunlight for extended periods, such as a southern to western exposure. Dark colors absorb and retain the heat and can lead to peeling of the paint coating. A top coating of a high quality 100% acrylic exterior latex paint is recommended for the door. At this point, care must be exercised not to paint joint and edge seals, in that; surfaces painted and pressed against the seal will adhere and cause seal damage. Also, to ensure the finish paint is compatible, always paint a sample area to test adhesion. Finally, check your paint manufacturer's instructions carefully for any additional recommendations and requirements.

WARNING: Only an EXPERIENCED DOOR TECHNICIAN such as your Hörmann Dealer should make any adjustment to the garage door, all related hardware and garage door opener. Serious injury can result from improper adjustments to the product or by an inexperienced person!

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.

This warranty is specifically limited to the original purchaser and does not include normal wear, or damage beyond Hörmann's control. This warranty shall be void if visible evidence indicates that recommended installation procedures and maintenance instructions were not followed.



Heritage Wood Door Warranty

Limited Warranty for Premium Residential Wood Doors

All Wood Garage Doors manufactured by Hörmann, Inc. are warranted against defects in material and/or workmanship for a period of one year from the date of shipment.

Hörmann's warranty is strictly and expressly limited and is in lieu of all other warranties, expressed or implied, by operation of law or otherwise. In no event shall Hörmann be liable for special, incidental or consequential damages, subject to specific rights afforded to a buyer in various states regarding limitations and time periods.

Upon inspection, Hörmann will supply only the defective parts to the original purchaser. Hörmann agrees to repair or replace at no charge any part, parts, or complete unit found to be defective by Hörmann within this period. Hörmann will not be responsible for painting, shipping, transportation, labor, and/or field service charges. No warranty is expressed or implied for merchantability or suitability for particular applications of purposes either determined by the purchaser or not. No other warranties are expressed or implied by Hörmann, nor shall they extend beyond the stated time period.

All wood doors must be properly protected with quality paint. This warranty is void if the buyer fails to follow the Hörmann "Wood Door Finishing Requirements" dated 11-09 (Attached). Wood doors must be protected from moisture prior to the painting process. If the wood is exposed to, or absorbs moisture, the paint will not adhere properly, nor protect the wood. **AT NO TIME SHOULD THE DOOR BE ALLOWED TO GET WET PRIOR TO PAINTING. IF SO THIS WARRANTY SHALL BE VOID.**

Hörmann uses high quality materials for framework, door skins, overlays, and panel materials. Exposure of wood to the environment may cause bowing, checking and/or cracking of a door component regardless of efficiency of painting. **THIS IS NOT CONSIDERED A DEFECT**, it is an unforeseen and uncontrollable characteristic of natural wood. It is the sole responsibility of the dealer and the end user, to select the type of material and/or door, which will offer the best results and longevity in each climate and/or environmental condition.

Exceptions: _____

(1) Hardboard panels (Mansonite) are not warranted, due to low resistance to moisture, under any circumstances.

(2) Edge glued panels of any wood species are not warranted against splitting

This warranty is specifically limited to the original purchaser and does not include normal wear, or damage beyond Hörmann's control. This warranty shall be void if visible evidence indicates that recommended installation procedures and maintenance instructions were not followed.

SilentDrive® Warranty

Limited Warranty for SilentDrive® Garage Door Openers General Information

Warranty Coverage: Any defect in material or workmanship for the times specified below.

Warranty Period: Lifetime* on motor, operator rail and drive belt, two (2) years from day of purchase on parts (excluding batteries and light bulbs) and remote radio controls.

*Lifetime – For as long as first residential user, purchaser of the Hörmann product, owns or rents home where Hörmann product is first installed.

Warranty Holder: This warranty is limited to the first residential user of the Hörmann product.

Geographic Scope: This warranty applies only to Hörmann products purchased and used in the Continental United States of America, Canada, Mexico, Puerto Rico and Virgin Islands.

What we will do: If product or parts appear to Hörmann to have defects in materials or workmanship, Hörmann will, at its option, provide you with refurbished or replacement parts or product at no charge or refund the purchase price. The refurbished or replaced parts or product may then be installed by your professional installer at your cost. If Hörmann repairs or replaces defective parts or defective product it may use new or reconditioned replacement parts of the same or similar design.

Limitations: 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 use, damage caused by fire, other accident or casualty, vandalism, acts of god, harmful fumes, foreign substances. 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 product, 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.

Claims: To obtain warranty service, proof of date and place of purchase of the Hörmann LLC 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 LLC, 5050 Baseline Road, Montgomery, Illinois 60538 or email: info@hormann.us

What This Warranty Does Not Cover This Limited Warranty does not cover batteries or light bulbs, 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, lack of proper maintenance, unauthorized repair, product modification, fire, flood, weather, accidents, normal wear or delays in notice to Hörmann.

Commercial Door Warranty

Limited Warranty for Commercial Doors General Information

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

Model	225P Steel	224P Steel	255P Steel	250P Steel	254P Steel	325S Steel	324S Steel	340S Steel	350S Steel
Sections	10 years	10 years	10 years	10 years	10 years	10 years	10 years	10 years	10 years
Hardware	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year
Springs	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year

Model	354S Steel	425U Steel	720A Aluminum	750A Aluminum
Sections	10 years	10 years	10 years	10 years
Hardware	1 year	1 year	1 year	1 year
Springs	1 year	1 year	1 year	1 year

Limited Warranty for Hörmann Steel Doors

(225P / 224P / 255P / 250P / 254P / 325S / 324S / 340S / 350S / 354S / 425U / 440U / 450U 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 Glazed Aluminum Doors (720A / 750A 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 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 LLC products purchased and used in the United States of America, Canada, Mexico, Puerto Rico and Virgin Islands.

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 LLC 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 LLC product must be provided. Applications for warranty claims must be made in writing using a Quality Improvement Form within 90 days of knowledge of the apparent defect to: Hörmann LLC, 5050 Baseline Road, Montgomery, Illinois 60538 or email: info@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, or residential use, 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 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.