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ThermoSecure Ltd. Product Guarantee.

This guarantee is in addition to your legal rights and in addition ThermoSecure products that may be faulty or not as described. We do not provide details of your legal rights as they can be sort from a Citizens Advice Bureaux office.

The following terms apply to all ThermoSecure products purchased for installation in residential premises only in the UK with effect from October 2020. The terms shall prevail or be in addition to any agreement between you, the home owner customer, the installer and/or ThermoSecure.

ThermoSecure will replace any of the original components where the manufacturing process has resulted in a defect occurring during a period of five years from the date of installation of the Product, subject to the exceptions and conditions set out below.

Conditions of Guarantee

(1) ThermoSecure insulated aluminium roller garage doors are guaranteed against any form of manufacturing defect for a period of 2 years from the date of original purchase.

(2) ThermoSecure tubular motors are guaranteed against any form of manufacturing defect for a period of 5 years. Other electrical components within the safe edge control system are guaranteed for a period of 5 years. Mechanical components are guaranteed for a period of 2 years. Safety brakes are guaranteed for a period of 1 year.

(3) ThermoSecure roller garage doors 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. Powder coated finish door curtains for a period of 5 years. Renolit laminated finish door curtains for a period of 10 years. Externally fitted (reverse roll) ThermoSecureK roller garage doors will resist perforation of the substrate from the weather side due to corrosion for a period of 2 years. Colour change or fade to the exterior surface will be limited and may not be uniform during the guarantee period.

Guarantees are subject to the conditions as set out below:

(a) During the 2-year comprehensive guarantee period for roller garage doors, ThermoSecure Ltd 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 in writing within 4 days from the date of delivery or within a reasonable time after discovery of any defect.

(b) Products covered by these guarantees must have been purchased through an authorised ThermoSecure distributor or as original equipment as part of a new build home.

(c) Any suspected marks, scratches as viewed from a minimum of 3 metres away from your door and in normal day light.

(d) The warranties shall apply for normal residential garage door use only. Normal use constitutes no more than 6 operations (open/close cycles) per day.

(e) The warranties are applicable for ThermoSecure product only and no consequential damages will apply no matter how caused.

(f) No liability will be accepted as a result of normal wear and tear, incorrect storage, incorrect handling, faulty installation, incorrect use, accidental or wilful damage.

(g) Claims under this guarantee must be made through the original supplier and accompanied by relevant documentation indicating the date of purchase (e.g. receipt) and photographic evidence should be provided in all claim situations.

(h) ThermoSecure Ltd maximum liability shall be the original purchase price inclusive of v.a.t at the rate prevailing when originally supplied.

(i) All Galvanised coated parts are also covered by the warranty with the same exclusions.



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Any product which is the subject of a claim:

(a) Must have been correctly installed in accordance with the installation instructions supplied (copies of which are available on our website).

(b) Must be maintained on a regular basis and serviced on an annual basis by a suitably qualified ThermoSecure approved service engineer who will also carry out a safety check in accordance with the terms as set out in the Machinery Directive. Contact ThermoSecure for details of your local approved engineer.

(c) Must have the manufacturer's reference number still intact (is stated on the label on the rear of door curtain).

Claims will not be accepted where the cause is due to:

(a) Impact or mechanical damage suffered during or following installation, including scratches, indentations, tears, scuffs, dents or other surface abrasion.

(b) Damage or discolouration caused by contact with any form of caustic, abrasive or corrosive substance, aggregates, fumes, bird droppings, fire, smoke, floodwater, salts, acids, or from exposure to abnormal atmospheric pollution.

(c) Variant in colour shading and textures across the varying different aluminium components.

(d) Alterations / modifications made to the product by anyone other than ThermoSecure, or with written consent from ThermoSecure.

(e) Accidental or malicious damage

(f) Incorrect operation of the product

1. This guarantee excludes normal wear and tear on items such as brushes in the guides, head plate rollers, batteries in the handsets, bulbs, fuses on ThermoSecure doors

2. Only ThermoSecure original spare parts must be used to replace. The use of non-ThermoSecure original parts shall invalidate this guarantee; the warranty period for replacement parts is 6 months or the balance of the original warranty period if greater.

3. The Exterior Finish Guarantee applies only to the weather side 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. Scratches and marks to both sides of the ThermoSecure door curtain are normal, therefore are not part of any warranty.

4. If all of the inclusions within this guarantee are followed and with the consultation of the manufacturer of the door material the exterior finish is guaranteed for 5 years for powder coated finish and 10 years for Renolit finish door curtains from installation on ThermoSecure doors.

5. The guarantee period for electric operators excludes batteries, fuses and light bulbs.

6. Parts replaced free of charge become the property of ThermoSecure Ltd.

7. Attempted repairs by non-qualified individuals shall invalidate this guarantee.

8. ThermoSecure insulated roller garage doors and associated products are sold subject to the ThermoSecure Ltd Standard Terms and Conditions of Sale, copies of which are available upon request. ThermoSecure Ltd 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.

October 2020