



DorSuite®

The DorSuite Five-Year Guarantee

At DorSuite we strive to get it right every time. In fact we'll guarantee it.

WHAT DOES THE DORSUITE GUARANTEE COVER?

Our Guarantee covers the repair or replacement (at our discretion) of your door if it is found to be defective due to faulty materials or workmanship within the Guarantee period. If any part is no longer available, we will replace it with a functional replacement part within an eight-week replacement period. We will only replace (if deemed appropriate) the faulty item, but will not be held responsible for surrounding items such as alarms, wiring, trims or facies, cladding or masonry, tiles or flooring, silicone or finishes. Consequential costs relating to these items resulting from a requirement to replace product supplied by DorSuite are not covered by this Guarantee.

WHAT IS COVERED BY THE GUARANTEE?

All our doors are engineered and constructed for continual high performance. If it is being used for the purpose and frequency for which it was designed and develops a fault within the Guarantee period, it's our responsibility to repair or replace it. There are, however, some circumstances in which a Guarantee does not cover the repair or replacement of a door. These instances are not hidden in the small print.

WHAT IS NOT COVERED?

- Any doorset with an incomplete or missing maintenance report.
- Normal wear and tear, including parts that might wear out over time.
- Anti-rust warranty in a saline environment unless finishes to marine grade.
- Corrosion caused by external scratches or scuffs.

ACCIDENTAL DAMAGE

- Damage caused by improper fitting or fitting not in accordance with our recommended guidelines.
- Damage as a result of use not in accordance with the original specification.
- Damage caused by not carrying out the recommended routine maintenance.
- Damage from external sources such as transit and weather.
- Failures caused by circumstances out-with the control of DorSuite.

FAULTS CAUSED BY:

- Negligent use, misuse, neglect or careless operation.
- Use which is not in accordance with the Operating Manual.
- Use of parts not assembled or installed in accordance with DorSuite approval.
- Use of parts and accessories that are not approved by DorSuite.
- Repairs or alterations carried out by parties other than DorSuite or its authorised agents.

WHAT ARE THE TERMS AND CONDITIONS OF THE GUARANTEE?

The Terms and Conditions of this Guarantee are as follows:

1. The Guarantee becomes effective at the date of registration of the door. Doors must be registered within six weeks of install by DorSuite.
2. Doors must be maintained in accordance with the instruction manual and all maintenance records kept.
3. You must provide proof of purchase before any work can be carried out on your door under the Guarantee. Please note that without this proof any work carried out will be chargeable. Please keep your purchase receipt or delivery note.
4. All work will be carried out by DorSuite or its authorised agents.
5. Any parts that are replaced will become the property of DorSuite.
6. The repair or replacement of your door under Guarantee will not extend the period of the Guarantee.
7. The Guarantee provides benefits that are additional to and do not affect your statutory rights as a consumer.

WHEN DOES THE GUARANTEE BECOME EFFECTIVE?

The guarantee becomes effective from the date of registration. You can register your door [here](#).

WHERE IS THE GUARANTEE VALID?

The Guarantee covers normal usage of your door in the United Kingdom. If you need any advice, please call us on **01355 229966**.

IS THIS GUARANTEE TRANSFERABLE?

Guarantees are transferable with the door, provided the original proof of purchase is supplied, together with evidence of any change of ownership of the door, confirming that the door was in good working order when the change of ownership took place.

If you have any questions about what the DorSuite Guarantee covers, we'll be happy to help. Call us on **01355 229966**.