

THERMADOR

RESIDENTIAL WARRANTY

Rev - 19-03-24

Warranty Length: 2 Years from Supply Date.

Your Thermador is warranted for 2 years from the date of Supply. This includes:

- Thermador Panels (structure and finish coating).
- Supplied Thermador components.

If during this period the door or its components fail then Thermador will at its discretion, either:

- Repair the defective door / components,
- Supply replacement door / components, or
- Reimburse the initial door / components cost.

This Warranty covers residential use only.

This Warranty only covers products that are distributed by Thermador.

Other products or materials used / damaged are not covered by this warranty.

Warranty Conditions and Exclusions:

Thermador is not liable for matters beyond our control, or aesthetic irregularities, such as:

- Colour change – Small variation of panel colour
- Weathering – Panel colour may fade as time passes. This may be more noticeable with some colours than others and is an expected part of the weathering process. This weathering of the Product surface will not affect the overall performance of the Product.

- Surface Marks – Some minor surface marks and blemishes are inherent in the manufacturing process and transport from plant to site. These will not detract from the performance of the Product and do not compose a Product fault.

This warranty does not apply to damage caused to the Product by:

- Incorrect Installation of your Thermador
- External factors once installed (human damage etc...).
- Damage caused by being installed on substandard structural framing.
- Being treated by unsuitable chemicals, cleaners, or coatings.
- Any factor beyond the control of Thermador (including but not limited to flooding, fire, significant weather event)".
- Warranty is void if the Thermador garage door is not installed by a Thermador preferred installer.
- Failure to attend to the maintenance schedule as outlined in the Thermador Maintenance Guide

Warranty Claims

Should you wish to make a claim, you are required to first notify Thermador as follows:

- You must provide this evidence of purchase (purchase invoice)
- You must make a written claim (including purchase invoice) to Thermador at the address specified below within One (1) month after the defect was discovered.
- If the defect was discovered prior to installation, the claim must be made prior to installation.

Thermador will investigate each claim to confirm if the claim is covered by this Warranty.

If it is Thermador will either:

- Repair the defective door / components,
- Supply replacement door / components, or
- Reimburse the initial door / components cost.
- Where the door / components have been repaired or replaced the Warranty shall apply to the repaired or replaced Product for the balance of the period provided by this Warranty.

This Warranty is given by:

THERMADOR

23 Carr Street, Tuakau, 2121

E: orders@thermador.co.nz

W: www.thermador.co.nz