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## DORMA AUTOMATICS WARRANTY

### ***Spare Parts.***

All items sold as Spare parts will be covered by a 3 month replacement only warranty from the date of invoice, unless prior arrangements have been made.

In order to encourage DORMA agents to hold inventory of DORMA Automatics Spare Parts the warranty may be extended on prior arrangement to allow for a reasonable holding time of up to 9 months.

Where the invoice date of any claimed part is over 3 months documentation must be provided to validate the installation date of the component and a maximum running period of 3 months applies.

No labour claim will be considered for the replacement of any spare part.

### ***Conversion Kits***

All Conversion Kits sold as an upgrade to an existing operator carry a 12 month replacement parts warranty.

Where the Conversion Kit has been installed by a DORMA NZ technician, then a labour warranty of 6 months will also apply.

Where the conversion kit has been installed by an Authorised Agent the warranty labour will be the responsibility of the agent.

No Warranty labour claim will be considered if Conversion kit installed by a non-authorised agent.

### **Automatic Door Operators**

DORMA NZ Ltd Provide a 12-month Labour and 24 month parts replacement warranty on Automatic Door Operators (subject to conditions)

Operators must to be commissioned by a DORMA NZ Ltd technician or Authorised Agent.

Any call to be attended under warranty must be undertaken by a DORMA NZ Technician, or where undertaken by an Authorised Agent DORMA NZ Ltd must be advised prior to the call out taking place and an official order will be raised. Any parts replaced by an Authorised Agent in the process of the call will be claimable for replacement under the standard conditions of warranty.

No warranty claim will be considered for labour or parts installed or commissioned by a non-authorised agent.

Where the Operator has been commissioned by an Authorised Agent on behalf of DORMA NZ Ltd the warranty labour will be the responsibility of the agent unless prior agreement has been made.

Company policy requires the operator to be serviced regularly @ 3 monthly intervals; proof of this servicing may be required for this 24 month warranty to be valid. *(The life of your operator will be considerably extended as a result of regular maintenance.)*

### ***Claiming Replacement Parts***

Subject to conditions of warranty all claims made within the specified times and with all appropriate paperwork DORMA NZ Ltd (at DORMA NZ Ltd sole Discretion) will replace or repair the defect.

All replacement parts claimed under warranty must be returned to DORMA NZ Ltd Head Office with the appropriate documentation completed in full, within 7 days of the claim being logged. No Parts will be supplied Free of Charge prior to the return of the original part in question.

Where parts are required to rectify a potential warranty fault a valid Purchase Order will be required so that an invoice can be raised at the customer rate and upon return and validation of the claimed part a credit will be raised for the invoiced amount.

Warranty on parts covers manufacturing faults thus any damage caused by Water, Corrosion, vandalism, tampering etc will not be claimable.

Warranty claims may not be processed if ALL of the appropriate information is not supplied, including but not limited to Serial Numbers, Installation dates, Site and Fault details.

Warranty does not include:

- The cost of regular servicing and or maintenance contracts.
- Callouts where tampering, vandalism, water damage or corrosion has occurred
- Adjustments of activating devices such as sensors etc after a thirty day period from date of commissioning.
- Any damage caused by either negligence or misuse.
- Any damage caused at installation.
- Failure on behalf of the owner or tenant to properly Maintain the goods
- Failure on behalf of the owner or tenant to follow any instruction or guidelines provided by DORMA NZ Ltd
- Any use of the good otherwise than for any application specified on a quote or order
- Fair wear and tear, and accident or act of God.
  - Warranty shall cease and DORMA NZ Ltd shall thereafter in no circumstances be liable under the terms of the warranty if the workmanship is repaired, altered or overhauled without DORMA NZ Ltd consent.
  - In respect of all claims DORMA NZ Ltd shall not be liable to compensate any party for any delay in either replacing or repairing the workmanship/good or in properly assessing any party claim.
- For any goods not manufactured by DORMA NZ Ltd the warranty shall be the current warranty provided by the manufacturer of the goods. DORMA NZ Ltd shall be under no liability what so ever except for the express conditions as detailed and stipulated in the manufacturer's warranty.