

Limited Warranty for Galaxy Paint System General Information

- Warranty Coverage:** Galaxy Paint System is a factory applied acrylic polyurethane coating. It is applied to the door sections over the baked-on polyester finish coat of the pre-painted steel from which the sections are made. The film integrity of the paint finish will be covered for a period of one (1) year and covers issues that arise related to paint adhesion. This may be evidenced by cracking or peeling of the paint finish to the extent that a significant amount of the underlying color is visible upon ordinary outdoor visual observation. Minor cracks, scratches or abrasions to the painted surface not related to adhesion are not considered defects. Custom matched touch-up paint is delivered with each door to address such imperfections in the field. The color will also be covered for fading beyond 85% of the original gloss.
- 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, 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 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.
- 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
- Not Covered by Warranty:** This warranty specifically excludes paint finish degradation where abrasion occurs during the door's operation. This includes but is not limited to abrasion caused by externally or internally installed weather seals. This warranty also does not cover the finish on decorative accessories or other materials that are painted to match to the door sections using this paint system. Doors installed within 1.25 miles of salt atmospheres will be excluded from this warranty and will instead be governed by the stipulations of the standard residential or commercial warranty for the given door series.