

Limited Lifetime Warranty

HD SERIES Rubber Doors

Models HD-DD, HD-CD, HD-SD, HD-M



All door systems manufactured by TNR Industrial Doors Inc. (hereinafter, TNR) are warranted from the date of shipment against defects in materials and workmanship, according to the following:

Curtains and Curtain Loks: The NEWGEN® Guide and Curtain Lok™ system and curtain material are warranted against defects in material and workmanship for the lifetime of the door. Undesirable aesthetics of the curtain not causing performance issues of the door are not considered a defect and are therefore not covered under this warranty.

Undesirable aesthetics of windows not causing performance issues of the door are not considered a defect. Normal window wear and aging are not covered under this warranty.

Operators with variable frequency drive: Warranted for five (5) years or 1,000,000 cycles, whichever occurs first.

Operators without variable frequency drive: Guaranteed against defects in materials and workmanship for a period of two (2) years.

Electrical: All electrical components including sensors are warranted against defects for two (2) years or 300,000 cycles, whichever occurs first.

Mechanical: All other mechanical components are warranted against defects for two (2) years with unlimited cycles.

Counterbalance springs: have a defined life as determined by the cycles of a door. In a situation where a counterbalance spring fails prior to its designed cycle life *and* within two (2) years from date of door shipment, it will not be considered defective but will be covered on a pro-rated basis under this warranty.

Replacement Parts: All replacement parts supplied under warranty remain covered until the end of the original warranty agreement or component specific period noted below, whichever occurs last.

- **Curtains:** two (2) years
- **Operators:** one hundred and eighty (180) days
- **Control Boxes:** one hundred and eighty (180) days
- **Counterbalance springs:** In a situation where a replacement counterbalance spring fails prior to its designed cycle life *and* within one (1) year from date of part shipment, it will not be considered defective but will be covered on a pro-rated basis.
- All other mechanical and electrical components, ninety (90) days

Brake pads, bottom bar arms and inertia brakes are wear items and are not warranted against normal wear, however, they are warranted for two (2) years against defects in materials and workmanship.

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Items that may void the warranty include but are not limited to powering doors with a generator, lubricating guides or curtain, drilling holes in the limit box or control box or other enclosure in any location other than the bottom of the enclosure, not ordering control box or operator heaters where the control box or operator will be installed in temperatures below 41°F (5°C), not installing buck boost transformers on Smart Start™ NXT control boxes where the primary supply voltage is measured at less than 210 V_{AC}, not using the appropriate electrical conduit/fittings for the environment, improper installation, inadequate building framing and clearances, environmental conditions that TNR was not made aware of in writing prior to the door being ordered, modification to the door system without prior authorization from TNR.

Documented proof of completion of the recommended Maintenance Schedule in the *Owner's Manual for Operation and Maintenance* must be provided with warranty claims – warranty is void without proper documentation.

If, within the applicable warranty period stated above, any parts are found to be defective, replacement parts will be supplied free of charge, F.O.B. TNR's plant in Barrie, Ontario, Canada. Warranty only applies provided that recommended installation and maintenance procedures have been followed, as outlined in the *Owner's Manual for Operation and Maintenance*.

This warranty does not include replacement of parts due to damage beyond the control of TNR, such as damage in transit, impacts, caustic environments, or damage during storage. If door is not installed when it arrives on site, TNR strongly recommends the door is protected from weather and damage. The door should be covered and secured in a dry, enclosed building until it is installed.

Warranty claims must be made to TNR or to the authorized distributor where the door was purchased. Defective parts are to be returned to TNR in Barrie, Ontario, Canada, prepaid, for verification of the warranty claim. Any warranty coverage is only effective after the door is paid in full.

Additionally, at the time of delivery, it is important to verify that all parts (pieces should match with the bill of lading/packing slip) have been received and that no damage has occurred during shipping. If any missing parts or damaged components are identified, note any damages and/or shortages on the bill of lading/packing slip, then sign it. If this happens, please send TNR a signed copy immediately.