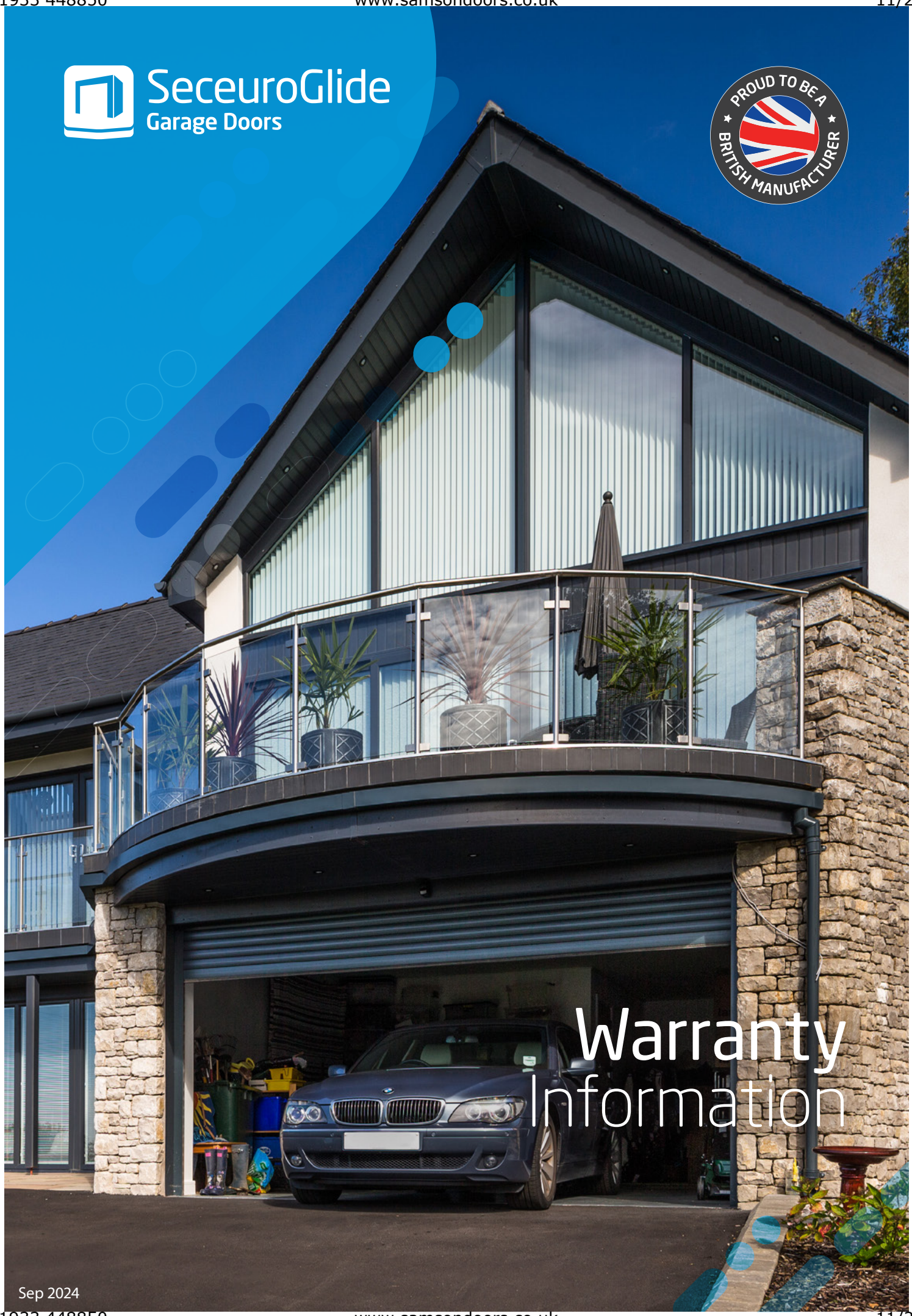


# **SeceuroGlide Warranty Guide**

## **SEP 2024**



**EMAIL: [ENQUIRIES@SAMSONDOORS.CO.UK](mailto:ENQUIRIES@SAMSONDOORS.CO.UK)**  
**TELEPHONE: (01933) 448850**  
**MON - FRI 8:00AM - 5:00PM**



# Warranty Information





# Welcome to the SeceuroGlide Warranty Information Guide

The following guidelines explain what is covered by the SeceuroGlide product warranty, as well as what's excluded and how to make a warranty claim.

## Important Information

- The warranty information provided in this document applies to all SeceuroGlide products purchased for installation in the UK and prevail or are in addition to any agreement between you (the customer), the installer and/or SWS UK (the SeceuroGlide manufacturer).
- This guarantee is in addition to your legal rights in addition to SWS UK products that may be faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office.
- All SWS UK products are guaranteed against defect of material or workmanship by SWS UK with a parts only warranty, subject to correct installation, maintenance and operation.
- The product must have been installed by an SWS UK approved installer or by SWS UK itself.
- We recommend that your SeceuroGlide garage door is serviced by an official SWS UK distributor every 12 months.
- SWS UK will replace or repair any components of our products where the manufacturing process has resulted in a defect occurring during the relevant period specified below, subject to the exceptions and conditions set out in this document.
- Any spare or replacement parts supplied by SWS UK shall become part of the product and any part or component removed shall become the property of SWS UK.
- SWS UK may use its appointed agent to inspect the product and/or to conduct any repair or replacement as we see fit.
- The SWS UK warranty covers parts only and does not cover labour costs or consequential costs, including but not limited to call-out fees, transport costs and costs remedial work for removing and/or re-installing faulty parts. See page 6 for further information on warranty exclusions.



# Product Care

To prolong the lifespan of your product, please follow the guidelines below and refer to the supplied Operating & Maintenance Manual.

## Operation

- Keep openings clear at all times.
- Operate the product whilst watching its movement.
- Do not operate a damaged product, or one which appears to have difficulty operating. If this is the case; isolate the power and ensure the product is inspected by a qualified SWS UK installer.
- Do not lean ladders or any other objects against the product.
- Stand well clear of the opening whilst the door is being operated.
- Operate the product only by the means originally installed.
- Do not perform any kind of maintenance without first isolating the power.
- Do not use the product to lift anything other than itself.
- Always allow doors to open fully before driving a vehicle through.
- Make sure no foreign items get collected in the guide channels e.g. stones, sticks, paper, etc.

## Product Care

- The door or curtain needs wiping with a damp cloth and a mild detergent to remove any excessive dirt/grime to maintain its appearance and to reduce the risk of the surface being damaged.
- This must be done more frequently in a salt air environment. See page 7 for further information on extreme weather conditions.
- Marks on the paint finish can be cleaned with many types of car polish.
- Chips in the paint work should be touched up using a SWS UK touch-up paint to prevent corrosion of the metal. Touch-up paint is available from your installer.
- Make sure the floor is smooth, level and kept clear of dirt and debris, which can cause deterioration of the rubber safety edge.
- Checks should be made after extreme weather conditions as to the integrity of the door.
- The power to the product should be isolated before washing or repairing the paintwork.



# Warranty Periods

The following warranty periods apply to SeceuroGlide products from the date of purchase, subject to correct installation, maintenance and operation:



## Roller Garage Doors

Product	Curtain Finish		Mechanism & Hardware	Motor	Control	Extended Warranty <i>See Eligibility Requirements Below</i>	
	Standard Colours	Foiled Woodgrains*				Motor	Control
Original	5 years	10 years	5 years	5 years	5 years	7 years	7 years
Excel	5 years	10 years	5 years	5 years	5 years	7 years	7 years
Compact	5 years	10 years	5 years	5 years	5 years	7 years	7 years
LT	5 years	10 years	5 years	5 years	5 years	-	-
Manual	5 years	-	5 years	-	-	-	-

\* 10 year warranty on Foiled Woodgrains covers the weather fastness of the laminate finish only. See page 7 for further information.

### Extended Warranty Requirements



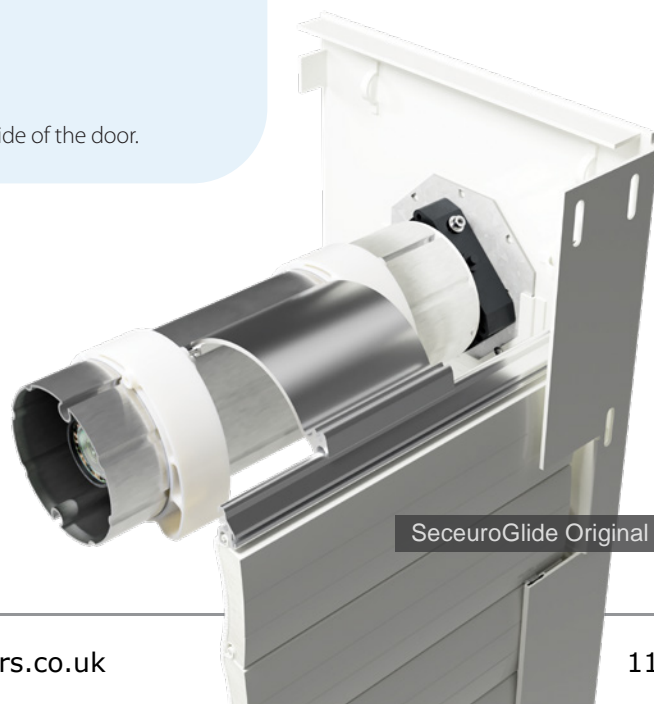
The SeceuroGlide extended 7-year automation warranty is available on the following options only:

- SeceuroDrive motor and SeceuroSense control unit, when purchased together
- Somfy motor and Rollixo control unit, when purchased together
- Somfy Dexxo sectional motor operators

The extended warranty **must be registered within 3 months of installation** at [www.seceuroglide.co.uk](http://www.seceuroglide.co.uk) using the ORD number which can be found on the inside of the door.

**ONLINE WARRANTY REGISTRATION**

is available for **all** SeceuroGlide products, for easier access to aftercare information, spare parts and warranty claims.



SeceuroGlide Original





## Sectional Garage Doors

Panel Finish		Mechanism & Hardware	Motor Operator	
Standard	Premium/ Ultra		Black Edition	Somfy Dexxo
10 years	5 years	5 years	5 years	7 years**

\*\* Extended warranty is subject to eligibility requirements on page 4. 5-year warranty applies if the door is not registered.

## Additional Information



### Replacement Electrical Parts

For all replacement electrical parts, the warranty period is 12 months or the remainder of the warranty period (whichever is the longest).

### Rubber Parts

Perishable parts such as rubber safety edges and rubber weather seals are covered for **2 years** across the full range of SeceuroGlide products. Floor must be smooth, level and kept clear of dirt and debris, which can cause deterioration of the rubber safety edge. SeceuroSeal weather seal is **guaranteed for life**.

### Saltwater Corrosion

The SWS UK warranty does not cover rust or corrosion caused by exposure to saltwater or salty air for products installed within 500 metres of the sea or a large body of saltwater. For products installed within 2 miles of the sea, the exterior finish of the product is guaranteed for a limited period of 2 years or as specified above (whichever is the shortest).







# Warranty Exclusions

The SeceuroGlide warranty does not cover the following:

- ✘ Any marks, distortion, stains, blemishes, indentations or scuffs which are not observable from at least 3 metres away in natural light (not direct sunlight).
- ✘ Defects which are as a result of:
  - Incorrect installation of the product, not following SWS UK's installation instructions.
  - Incorrect or lack of proper care and maintenance of the product in accordance with SWS UK's Operating & Maintenance Manual.
  - Incorrect operation of the product.
  - Any modifications made to the product made by anyone other than SWS UK.
  - Normal wear and tear. Please see page 7 for important information about marking on the back of roller curtains.
  - Accidental or malicious damage.
  - Impact damage or scratches, dents, scuffs or other minor abrasions.
  - Use or attempted use of non-SWS UK spare parts.
  - Repairs or attempts at repairs undertaken by any person other than someone specifically authorised by SWS UK.
  - Any failure of masonry or other structures on to which the product has been fixed.
  - Any attempt to reduce operating clearances by means of infills or draughtproofing.
  - External influences such as extreme or abnormal weather conditions, fire, water, salts, chemicals and bird droppings.
  - Any fault or surge in the customer's electricity.
- ✘ Rust or corrosion caused by exposure to saltwater or salty air for products installed within **500 metres of the sea** or a large body of saltwater (unless specified under the Warranty Periods above). See page 5 for further information.
- ✘ Consumables such as fuses, light bulbs or batteries.
- ✘ Indirect, special or consequential loss or damage howsoever caused, including remedial work costs, call-out fees, tool or plant hire and transport costs.

# Colours & Finishes

SecuroGlide products are available in a range of high-grade, durable finishes including polyester powder-coated and sprayed paint finishes.

The factory application of the paint finish involves an automated process and this may result in minor blemishes or slight inconsistencies in the paint.

We recommend that you perform a **visual quality check** on installation. Carry out the quality check in **natural daylight**, not direct sunlight. Stand at a distance of **3 metres** from the product to view the overall appearance.

The product is acceptable if, taking into account the facts below, none of the following is readily visible on the face of the product:

- Marks or distortions associated with the manufacturing process
- Minor indentations, marks or scuffs on the surface
- Paint or stain blemishes

Due to the rolling action of roller garage doors, surface marking may be caused by locking straps, dust and debris. Marking may occur at the top of the concave (coil) side of the curtain over time. This is unavoidable and due to prolonged contact with the locking system. This does not constitute a product fault and performance is not affected in any way.

While weathering and sun exposure can cause the exterior surface to fade, colour change or fade will be limited and uniform. Foiled Woodgrain curtains are covered for 10 years against defects in the laminated finish caused by natural weathering and sunlight. This includes colour changes and fading, as well as defects that are visible to the human eye such as delamination of the foil, blisters, streaks and cracks.

Custom colour powder coated roller garage doors are finished in a low gloss finish which is similar in gloss level to the pre-coated colours. Due to the powder coating process, an un-painted area of each slat is visible on the quirk when the door is opening/closing. This should not be visible when the door is in the closed position. To mitigate this, we recommend purchasing powder coated roller garage doors with a full box or 45° box cover.

## Colour Matching

- Products are supplied with frames, guides, fascias, boxes, bottom slats, locking slats, vision slats and ventilation slats in either a solid powder coated painted finish or a wood effect finish in the best colour to match the door. Due to the manufacturing process, it may not be possible to obtain an exact match and the texture of the finish may vary.
- Multiple doors should be ordered together to obtain the best colour match, bearing in mind the limitations of the materials used in construction.

## Deflection

- When in the open position, all doors will display a level of vertical deflection or 'sag' across the width of the door. Please contact your installer for exact tolerances.
- The rolling or pressing of steel/aluminium panels or slats during manufacture may cause distortion in the steel/aluminium, and while every effort is made to keep this to a minimum, inevitably some visible distortion will remain, especially under certain lighting conditions such as car headlamps or bright sunshine.
- Darker coloured doors that are exposed to significant direct sunlight may be susceptible to expansion which may interfere with the operation of the door.

## Extreme Weather Conditions

- Regular cleaning of products in 'high corrosive areas' such as within 2 miles of the sea is especially important. Your product should be cleaned thoroughly weekly using warm water and mild detergent with a soft cloth or sponge. Allow to dry naturally. Never use strong detergent, abrasive, caustic, or solvent-based cleaners.
- If a door is subjected to very high winds and driving rain, SWS UK does not guarantee against water ingress, including water ingress under the bottom of the door. As part of the product's testing for the CE or UKCA marking, the product has not been tested against this and as such is classified as NPD (No Performance Declared).



# Making a Claim

Any warranty claim must be made by the original installer or an approved SWS UK distributor. Please contact the company that installed the product, who will raise the warranty claim on your behalf.

The following information is required:

- ORD number
- Address
- Date of installation  
(found in your Operating & Maintenance Manual)

You may be required to show a full service record for the product.

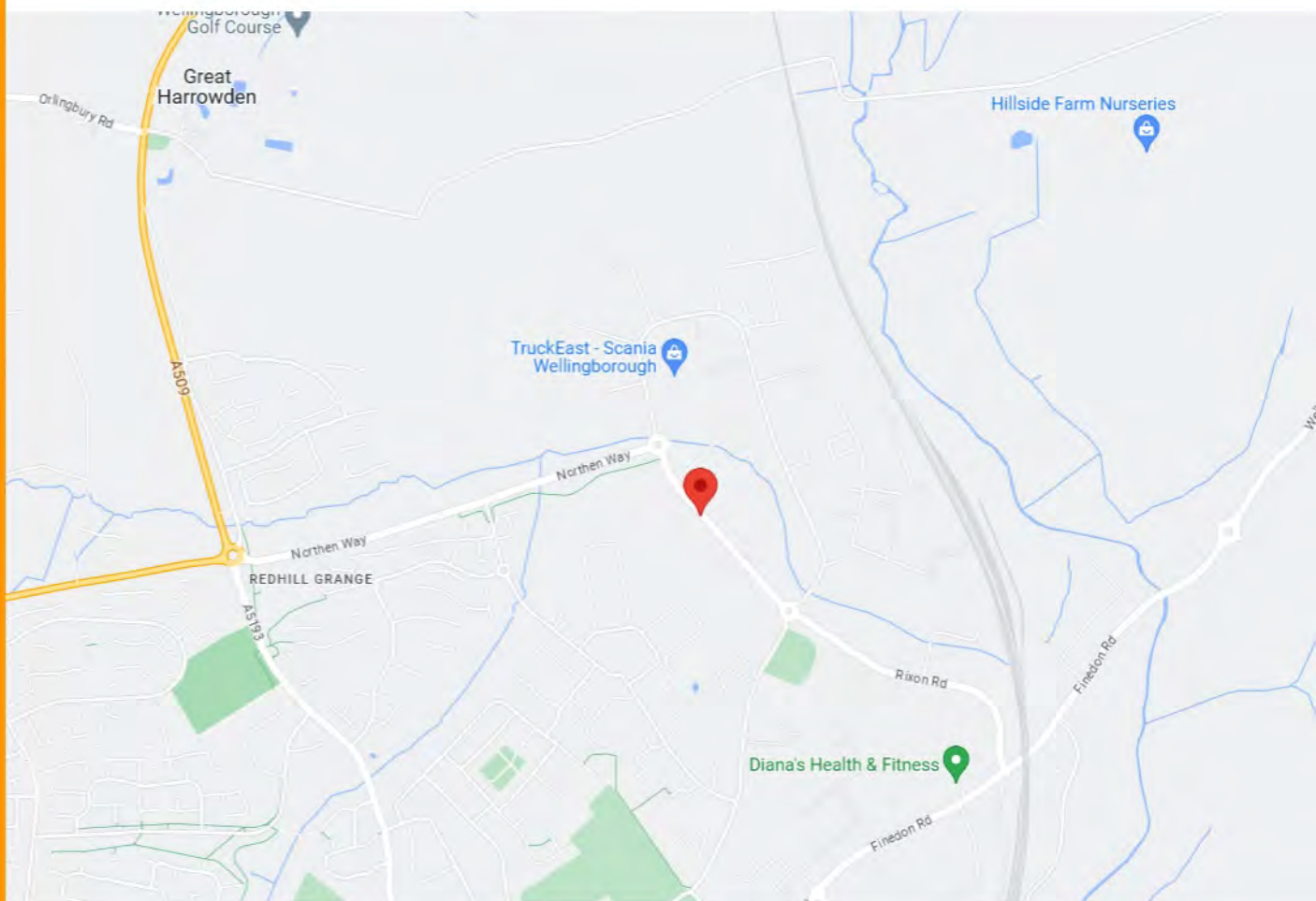


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**29-31 STEWARTS ROAD  
WELLINGBOROUGH  
NORTHAMPTONSHIRE  
NN8 4RJ**

**EMAIL: ENQUIRIES@SAMSONDOORS.CO.UK  
TELEPHONE: (01933) 448850  
MON - FRI 8:00AM - 5:00PM**

**SAMSON**

