

Term and Conditions of Guarantee

Our door and shutter system is under guarantee condition by Keypenk A.S. for a duration of 2 years since the date when your invoice is issued. This guarantee is only valid under normal conditions of use for the doors with maximum of 5 movements (open& close) limit daily. If you have purchased a door and shutter system suitable for frequent use, the maximum door movement is 50 movements (open/close) daily and 5 movements for 1-hour use. All central motors, tubular motors and chain drives are suitable for 5 movements a day, while clutched shaft motors' movement limit is daily 50 and hourly 5 movements.

Warranty cover is only related to the defects of door and shutter system itself. Our company is not responsible for additional defects caused by the door and shutter system's failure.

During the guarantee period, Keypenk A.S. confirms to fix all the adducible failures connected with material or production defects. Replacing the defective product with a new one or fixing it depends on the decision of technical service. The customer cannot be insistent on new product demand at such situation. On the other hand, the replaced items are Keypenk A.S.' s properties and should be delivered to the personnel of Keypenk A.S.

The Damages out of Warranty Cover;

- The damages when installation of the product is not made by Keypenk and the damages as a result of shipping failures.
- The inappropriate frequent use of door and shutter system above the daily movement number.
- Door and roller shutter system damages caused by the things left under the door and shutter system, when safety photocells are not taken with door and shutter system.
- External factors as a result of rain, salt, acid and abnormal weather conditions.
- The damages on door curtain as a result of abnormal weather conditions or strong wind due to storms.
- Interventions made by unauthorized people and the use of tools not approved by Keypenk A.S.
- Motor failures originated from energy problems.
- Building infrastructure failures.
- Failures as a result of the voltage difference of city electricity supply.
- Failures as a result of the use of defective electric installation.
- Mechanical failures as a result of intentional hit or accidental impact and scratches and fractures caused by them.
- Failures caused by accessories and the other devices which are not a part of door and shutter system.
- Failures as a result of natural disasters such as fire, flood, deluge, earthquake etc.
- The purchased door and shutter system are not resistant to storms. Using appropriate profiles after making necessary calculations in case of storms or providing ropes to the customers which will ensure additional safety to door and shutter system will still not make the door and shutter system resistant enough to storm. Hence, Keypenk A.S. cannot be responsible for the failures and its external other damages that can be caused as a result of a storm.
- The surroundings of door and shutter system should not be closed. The technical service team of Keypenk A.S. should be able to access both to the shaft and body parts of door and shutters easily. This is why the surroundings of door and shutter should be free. In case of the covering of Document door and shutter by materials such as sheetrock, cladding, plate etc., our service team will need to remove this part in order to create the enough space. All construction process and the expenses to be caused at such situation should be paid by the customer. Again, the customer will be responsible for any damages caused by such situation. Keypenk A.S. cannot be responsible for any negations and harms.
- The electric wire to be installed is on customer. The customer is liable for getting the power line ready in advance. Unready power line is not an obstacle to make out an invoice and the payment of this invoice.