



# Limited Warranty Certificate

## REMO SECURITY DOORS

Congratulations on your purchase of our REMO SECURITY DOORS™ (hereinafter: “the **Company**”) high quality security products. The product(s) was manufactured with special attention given to the quality of materials, the quality of production and the quality of assembly. This warranty is subject to the limitations and conditions set forth below (hereinafter: “the **Warranty**”).

### A. Purpose of Warranty

With any product, defects from faulty manufacturing or flawed materials may occasionally occur. To this end, the product comes with this detailed warranty and according to the conditions specified below; the Company will repair or replace, at its sole discretion, original parts with defects originating from faulty manufacturing or materials.

### B. Warranty Coverage

1. During the warranty period (as specified in Section E below), the Company will repair or replace free of charge and, at its sole discretion, any original part of the production supplied by Remo Security Doors (hereinafter: “the **Distributor**”) or its representative and which has a defect originating from failure in manufacturing or flawed materials and is subject to the conditions specified in the warranty. The warranty does not apply to items and cases specified in Section D: “Warranty does not cover.”
2. This warranty is not an insurance agreement or other obligation of any kind whatsoever.

### C. Warranty Terms and Conditions

1. The customer must notify the Distributer via e-mail with evidence in pictures and written descriptions of defected products.
2. With occurrence of a defect during the warranty period, to which the customer requests to apply the warranty, the Distributer will update Remo Security Doors™ upon discovery of said defect. Failure to comply with such requirements will nullify the warranty subject to the law.
3. This warranty is to replace, at the sole discretion of Remo Security Doors™, a product part which according to Remo Security Doors’ opinion, is damaged as a result of a manufacturing defect in materials or workmanship and that the defect was caused during reasonable and correct use and operation according to the Remo Security Doors™ instruction manual and during the product’s “Warranty Period” only.
4. For any product or accessory that is installed in harsh environment conditions of high humidity, salinity, industrial environments, direct sunlight and/or desert areas, etc., the warranty period **shall be half the period specified in this certificate**. Such product or accessories shall be cleaned from salinity with a dry cloth once a week. Failure to comply with such customer requirements will nullify your warranty subject to the law.

### D. Warranty Does Not Cover

The product warranty does not cover defect in product caused by one or more of the following:

1. The product was installed, handled, modified or repaired by someone not certified and/or approved to do so by Remo Security Doors™. It is hereby declared that Remo Security Doors™ is not responsible for any defect and/or malfunction in the product occurring during installation of the product by any part other than Remo Security Doors™ or a representative on its behalf.
2. **Any parts that have been installed on the product, including a cylinder, lock and other accessories which are not Remo Security Doors™ or approved by Remo Security Doors™ in writing prior to installation.**
3. In case of a defect as defined above that has been caused due to an accident, natural wear and tear, force majeure and/or unreasonable use – if found after an examination performed by Remo Security Doors™ or a representative on its behalf that the malfunction is not related to the quality of the product or installation of the product.
4. Cases where the product has been subjected to unreasonable use or not in accordance to Remo Security Doors™ operating and maintenance instructions.
5. The defect was caused intentionally, or by negligence, by the customer, or by someone on his behalf.
6. The product warranty does not cover defects that have occurred as a result of circumstances beyond the control of the Manufacturer, such as direct and/or secondary damage as the result of an accident or fire.
7. A defect resulting from a change in the structure of the product or in the product specifications or in original parts that are not in accordance to the Manufacturer’s instructions and/or changes in violation of the law.

### E. Warranty Periods

The Product	Warranty Period	Restrictions
Doors	5 years for structural flawlessness of the door	The warranty on the wood, the veneer, and the polymer are subject to no direct exposure to sunlight and/or rain and/or contact with water.
	1 year for wood/polymer/paint/veneer parts.	
Cylinder locking mechanism	1 year	In accordance to maintenance instructions
Handles	1 year	In accordance to maintenance instructions

### F. Maintenance Instructions

1. Remo Security Doors™ shall bear no responsibility whatsoever for any direct and or indirect consequential damages caused to the customer and/or any third party, as a result of loss of time, loss of money and loss of income, amongst other things, arising from the product and/or installation service and/or use of a product.
2. The door and door frame is to be cleaned with a moist cloth. Strong cleaning agents such as bleach or cleaning detergents for toilet and sinks should not be used.
3. The hinges are to be lubricated every six months. **Do not lubricate and/or oil the cylinder.**
4. Keep doors with wood paneling, veneer or polymer finish away from contact with water or exposure to sun.