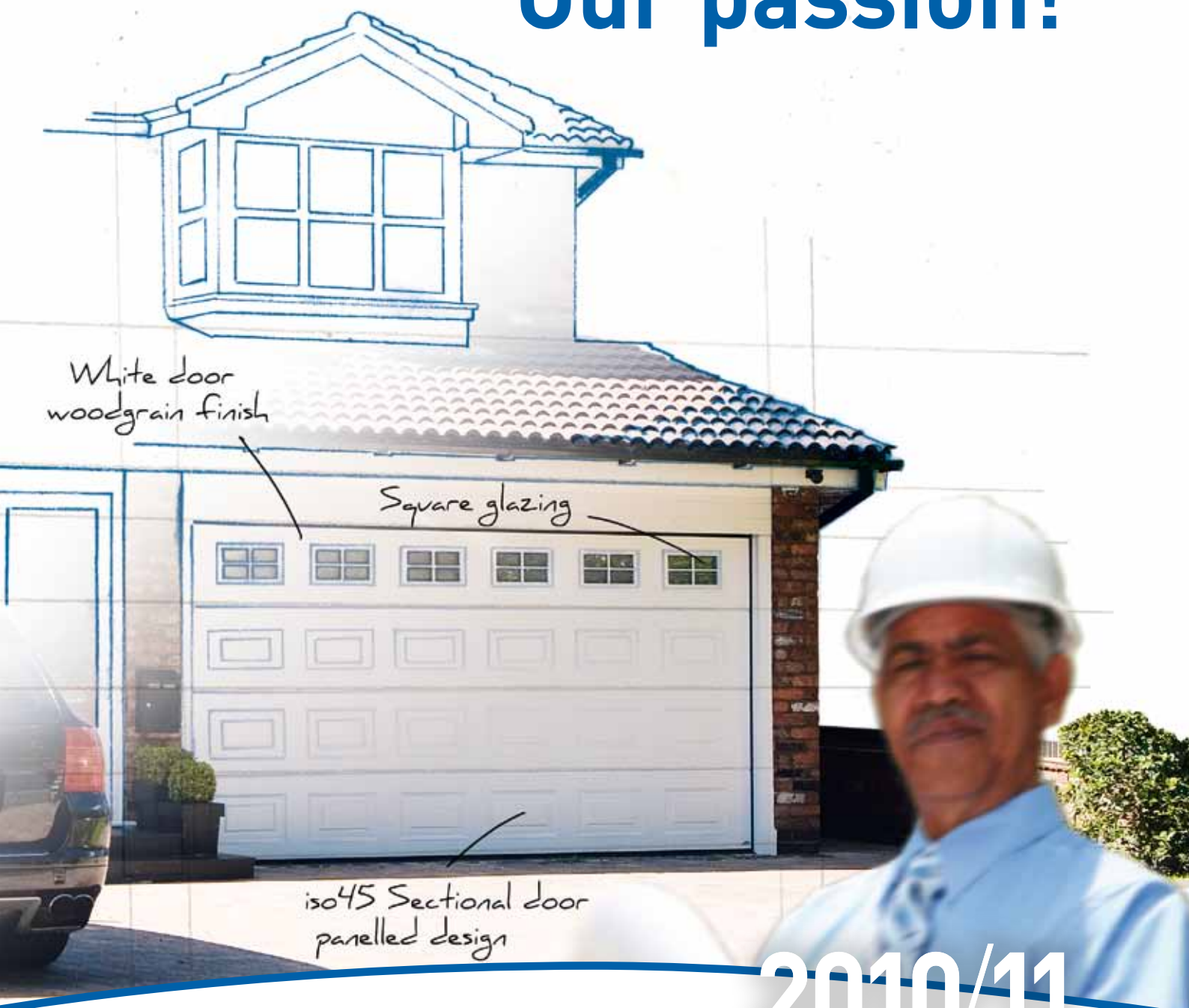


Your door... Our passion!



2010/11
Technical Guide

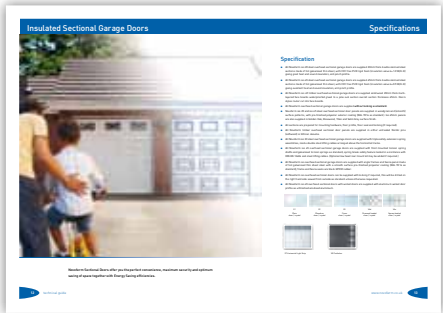
All Novoferm Garage Doors and Remote Control Systems are manufactured according to the very strict Quality Management System ISO 9001.

All Novoferm Garage Doors and Remote Control Systems are independently certified by recognised institutes both individually and in combination to the high safety requirements as set out by the European Garage Door product standard EN13241-1.

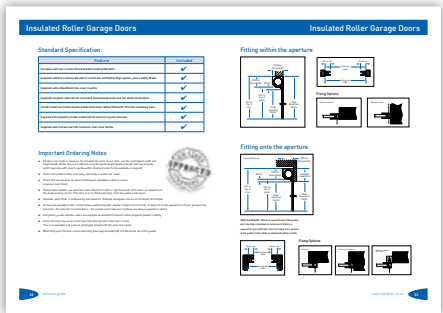
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Up & Over Garage Doors p4-11



Sectional Garage Doors p12-21



Insulated Roller Garage Doors p22-23



Door automation p24



Product Warranties p25-27



Steel doors - Specification

- Novoferm Up & Over garage door are either canopy or retractable in operation, with spring assisted action for smooth running. The door slides up and over into the garage, providing safe and very reliable operation.
- Novoferm Up & Over garage doors can be supplied in a pre-hung factory-finished steel frame, which makes installation simple and eliminates the need for a timber frame which can warp or rot over time.
- Steel infill doors are supplied in a range of factory pre-finished colours with a standard black 'D' handle.
- Matching steel side doors are supplied in a range of factory pre-finished colours with a standard black lever handle.
- Vivoport® automatic doors are supplied with two remote control handsets and integral manual release as standard.
- Open for infill doors have a maximum infill weight of 7kg/m²

Timber door specification

- All Novoferm timber Up & Over garage doors are retractable in operation, with multi sprung spring assisted action for smooth running. The door slides up and over into the garage (horizontally on tracks), providing safe and very reliable operation.
- All Novoferm timber Up & Over garage doors are supplied pre-hung in a factory-finished steel frame in brown (RAL8014), making installation simple and eliminating the need for a timber frame which can warp or rot over time.
- Vivoport® automatic doors are supplied with two remote control handsets and external manual release as standard.
- Timber infill doors are constructed as an infill to fit the open-for-infill Up & Over door chassis. This gives the doors their rigid and durable construction. The chassis and outer frame are supplied polyester powder coated in brown (RAL 8014). A black 'D' handle is fitted as standard
- The styles: Tudor and Windsor are Cedar facing, glued and fixed to exterior quality plywood.
- Hale doors are constructed from 20mm solid thick moulded Cedar panels.
- Gatley solid Cedar doors are 12mm tongue and grooved boards constructed as an infill panel.
- Matching timber side doors are supplied in brown (RAL 8014) factory pre-finished door chassis and matching steel frame with infill styles as above and standard black lever handle.
- Cedar is organically grown from replenishable sources, with natural colour and grain variations - this is a feature of Cedar. We make every effort to harmonise the effect, where possible, by hand matching the component parts used in construction. Please note that a uniform grain pattern cannot be guaranteed.
- Please tell us if you require matching pairs and we will endeavour to match both doors.
- If you require a timber door in an unfinished state, these are supplied with a dip immersion coat of Sikkens WP560, colour ref 006-Light Oak. This coating is for temporary protection only. If purchased in this temporary finish, please ensure that a full specification of finishing coats are applied immediately before or after installation to all exposed surfaces - inside and outside - with a Sikkens or similar finishing coat system.

Fully finished

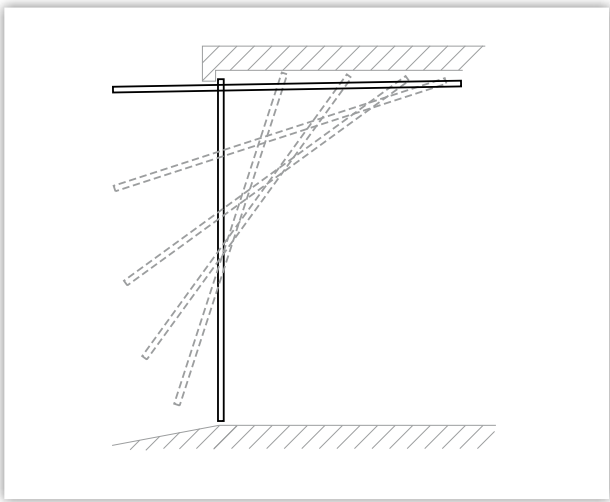
Novoferm timber Up & Over doors come 'fully finished', a factory process giving a 5 year erosion protection. The product used is Sikkens and is available in the following stain colours: Mahogany, Walnut, Dark Oak, Medium Oak, Light Oak, Teak, Ebony, Rosewood and Golden Oak. For south facing situations exposed to strong sunlight the dark colours are NOT recommended as they can store excessive heat and dry out.

Novoferm Steel Up & Over Garage Doors are the experts' choice with a range of timeless designs, all built with eye-catching attention to detail.



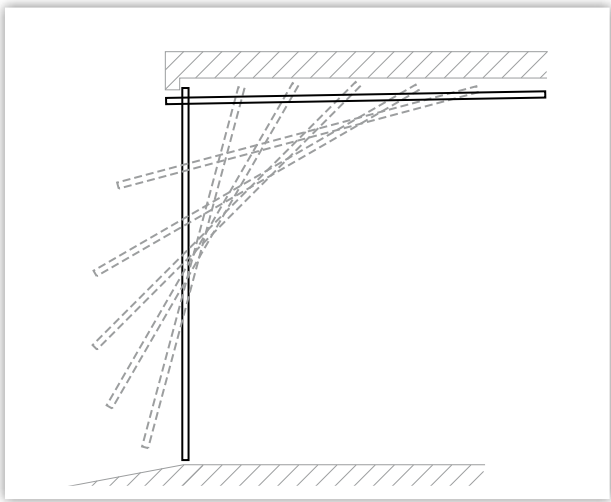
canopy gear

The canopy gear allows the door to travel in vertical tracks and is counterbalanced by an overhead torsion spring. In the open position, the door projects from the opening approximately one third of the door height, forming a canopy.



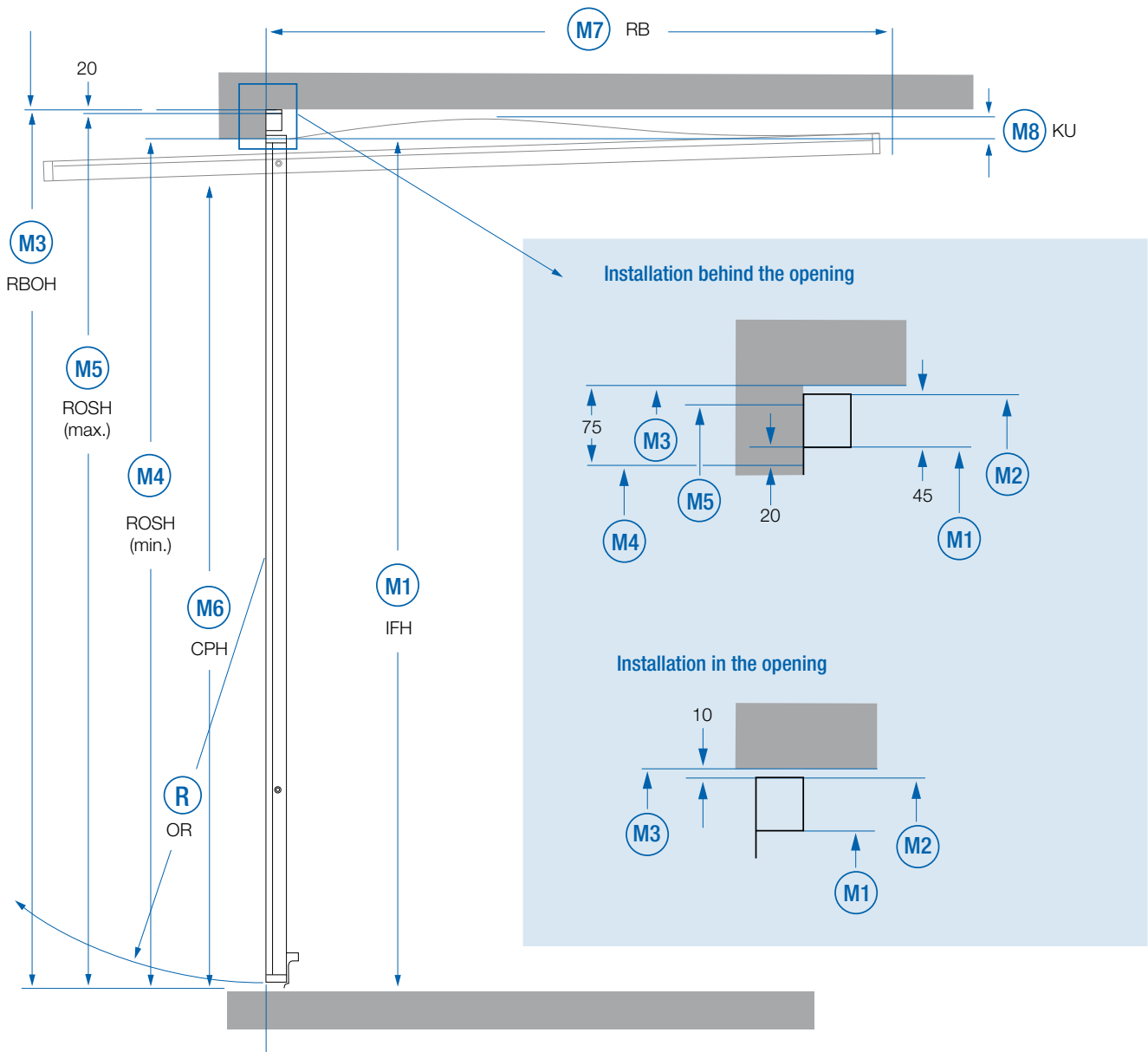
retractable gear

The retractable gear allows the door to be retracted fully, inside the garage when open, by means of horizontal overhead tracks supported by wall or ceiling mounted suspension brackets.

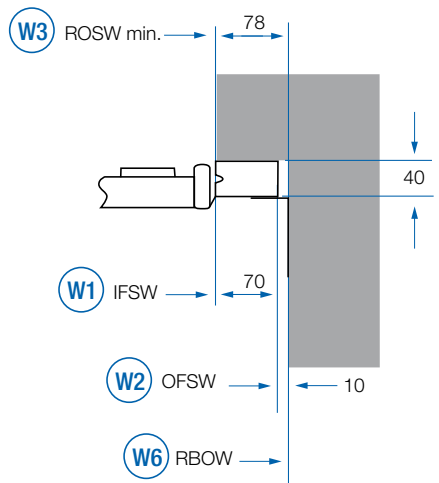
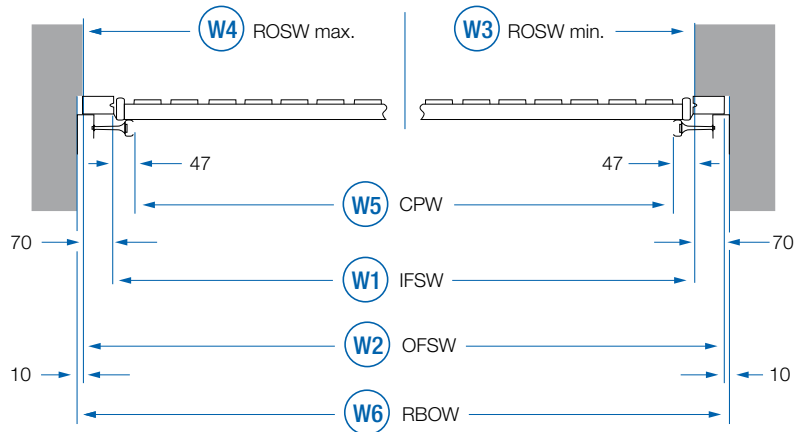


Order Height	M1	M2	M3	M4	M5	M6	M7	M8	R
6'4"	1940	1985	1995	1920	1975	1755	1280	45	665
6'6"	1980	2025	2035	1960	2015	1795	1280	45	705
6'10"	2080	2125	2135	2060	2115	1895	1280	45	805
7'	2135	2180	2190	2115	2170	1950	1280	45	860

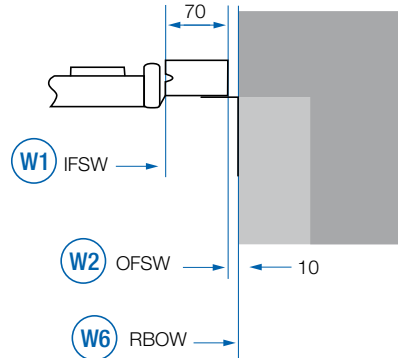
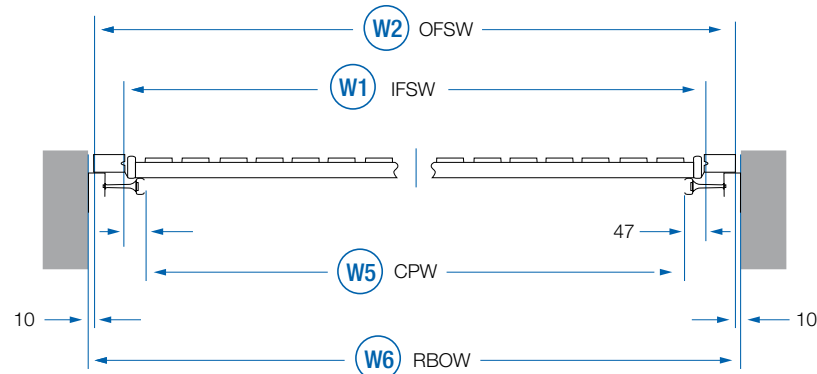
IFH (M1) Internal Frame Height
OFH (M2) Overall Frame Height (IFH+45)
RBOH (M3) Rec. Brickwork Opening Height (IFH+55)
ROSH min. (M4) Rec. Opening Size Height min. (IFH-20)
ROSH max. (M5) Rec. Opening Size Height max. (IFH+35)
CPH (M6) Clear Passage Height (IFH-185)*
RB (M7) Required Backroom (IFH-177)
KU (M8) Kick Up Height
OR (R) Opening Radius



Fitting behind the opening



Fitting within the opening



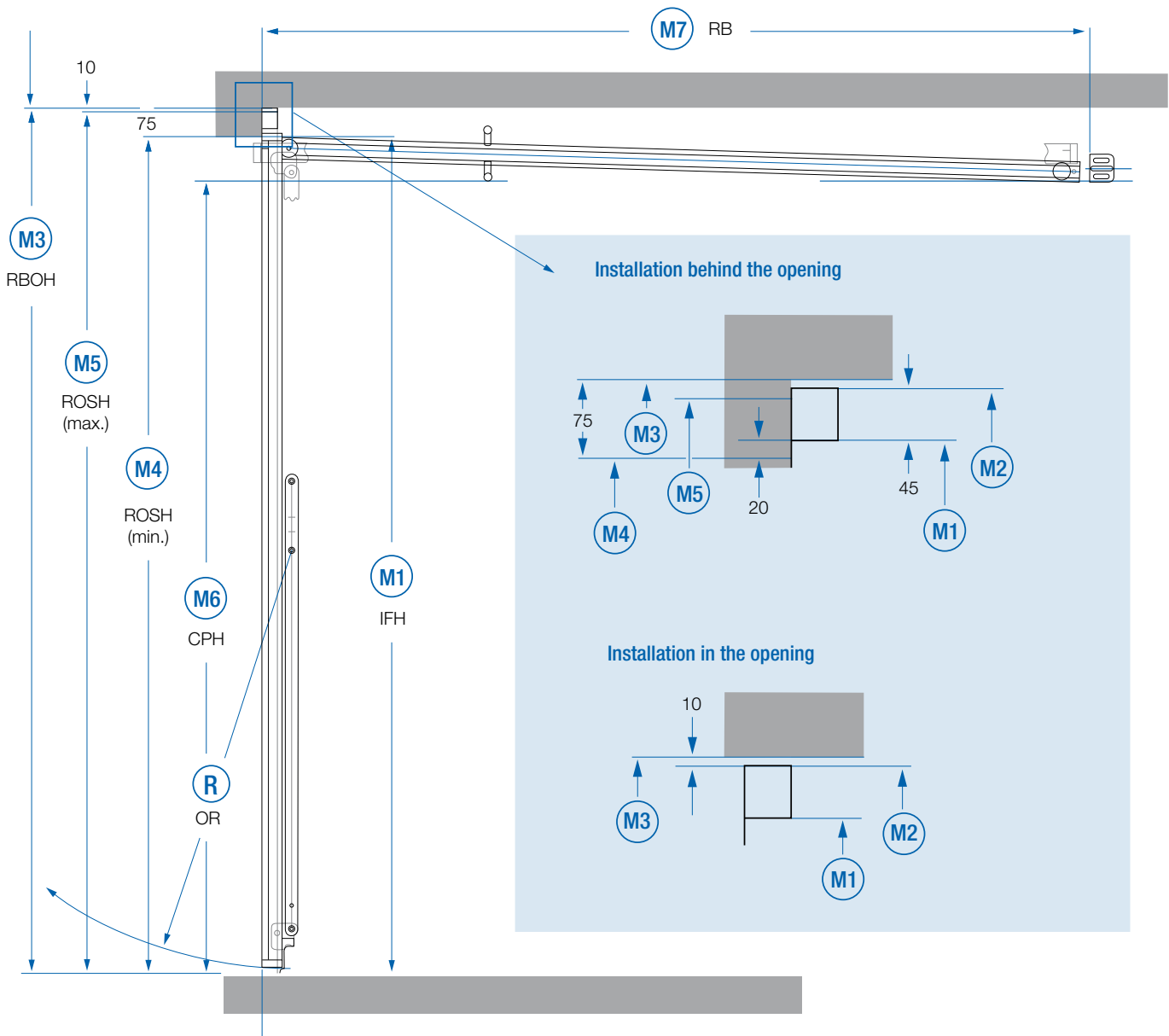
Order Width	W1	W2	W3	W4	W5	W6
6'10"	2081	2221	2085	2210	1987	2240
7'	2126	2266	2130	2255	2032	2285
7'3"	2211	2351	2215	2340	2117	2370
7'5"	2261	2401	2265	2390	2167	2420
7'6"	2286	2426	2290	2415	2192	2445
8'	2441	2581	2445	2570	2347	2600

IFSW (W1) Inner Frame Size Width
OFSW (W2) Overall Frame Size Width (IFSW+140)
ROSW min. (W3) Rec. Opening Size Width min. (IFSW+4)
ROSW max. (W4) Rec. Opening Size Width max. (IFSW+129)
CPW (W5) Clear Passage Width (IFSW-94)
RBOW (W6) Rec. Brickwork Opening Width (IFSW+159)

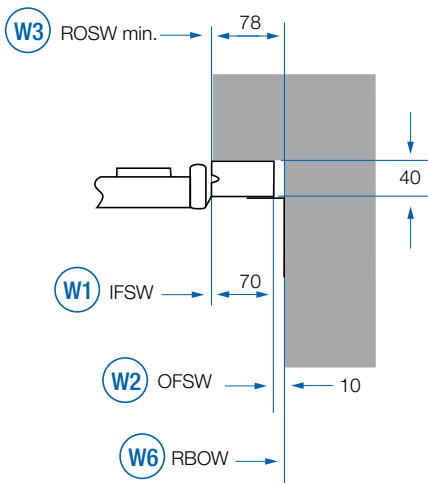
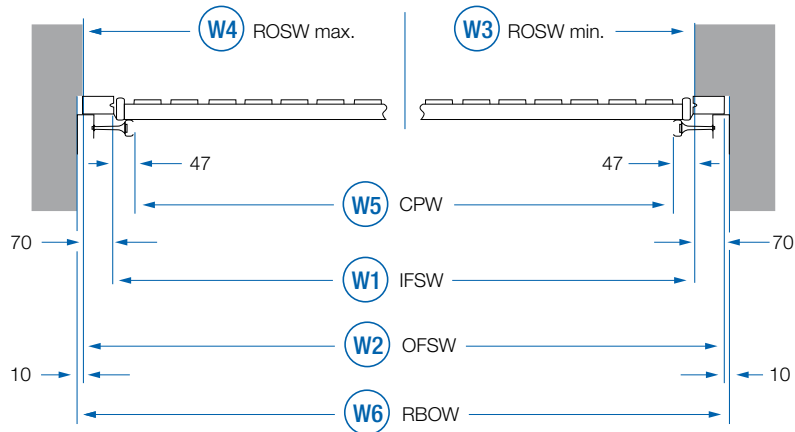
Order Height	M1	M2	M3	M4	M5	M6	M7	R
6'4"	1940	1985	1995	1920	1975	1810	1764	1036
6'6"	1980	2025	2035	1960	2015	1850	1724	1096
6'10"	2080	2125	2135	2060	2115	1950	1824	1145
7'	2135	2180	2190	2115	2170	2005	1879	1175
7'5"	2270	2315	2325	2250	2305	2140	2093	1240
7'10"	2395	2440	2450	2375	2430	2265	2218	1310

IFH (M1) Internal Frame Height
OFH (M2) Overall Frame Height (IFH+45)
RBOH (M3) Rec. Brickwork Opening Height (IFH+55)
ROSH min. (M4) Rec. Opening Size Height min. (IFH-20)
ROSH max. (M5) Rec. Opening Size Height max. (IFH+35)
CPH (M6) Clear Passage Height (IFH-130)*
RB (M7) Required Backroom (IFH-177)
OR (R) Opening Radius*

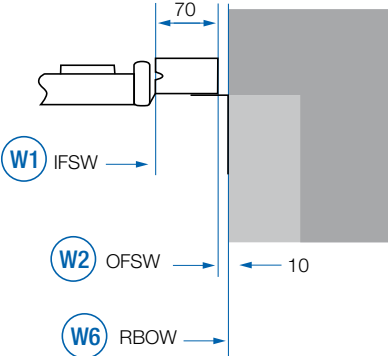
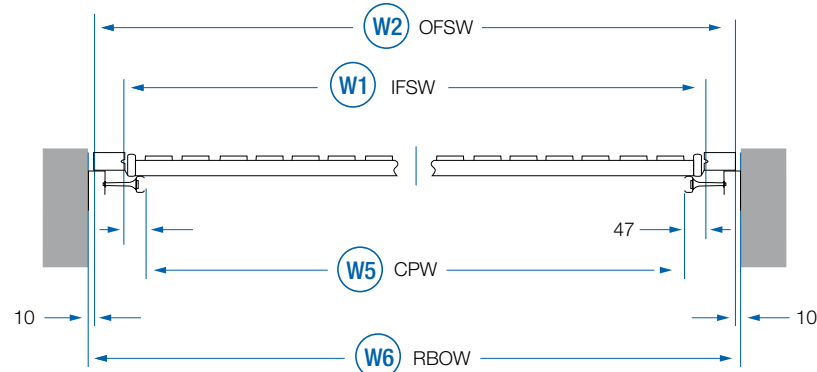
*For Vivoport II® doors CPH = IFH-150mm



Fitting behind the opening



Fitting within the opening



Order Width	W1	W2	W3	W4	W5	W6
6'10"	2081	2221	2085	2210	1987	2240
7'	2126	2266	2130	2255	2032	2285
7'3"	2211	2351	2215	2340	2117	2330
7'5"	2261	2401	2265	2390	2167	2420
7'6"	2286	2426	2290	2415	2192	2445
7'7"	2326	2466	2330	2455	2232	2485
8'	2441	2581	2445	2570	2347	2600
8'10"	2701	2841	2705	2830	2607	2860
9'8"	2951	3091	2955	3080	2857	3110

IFSW (W1) Inner Frame Size Width
OFSW (W2) Overall Frame Size Width (IFSW+140)
ROSW min. (W3) Rec. Opening Size Width min. (IFSW+4)
ROSW max. (W4) Rec. Opening Size Width max. (IFSW+129)
CPW (W5) Clear Passage Width (IFSW-94)
RBOW (W6) Rec. Brickwork Opening Width (IFSW+159)



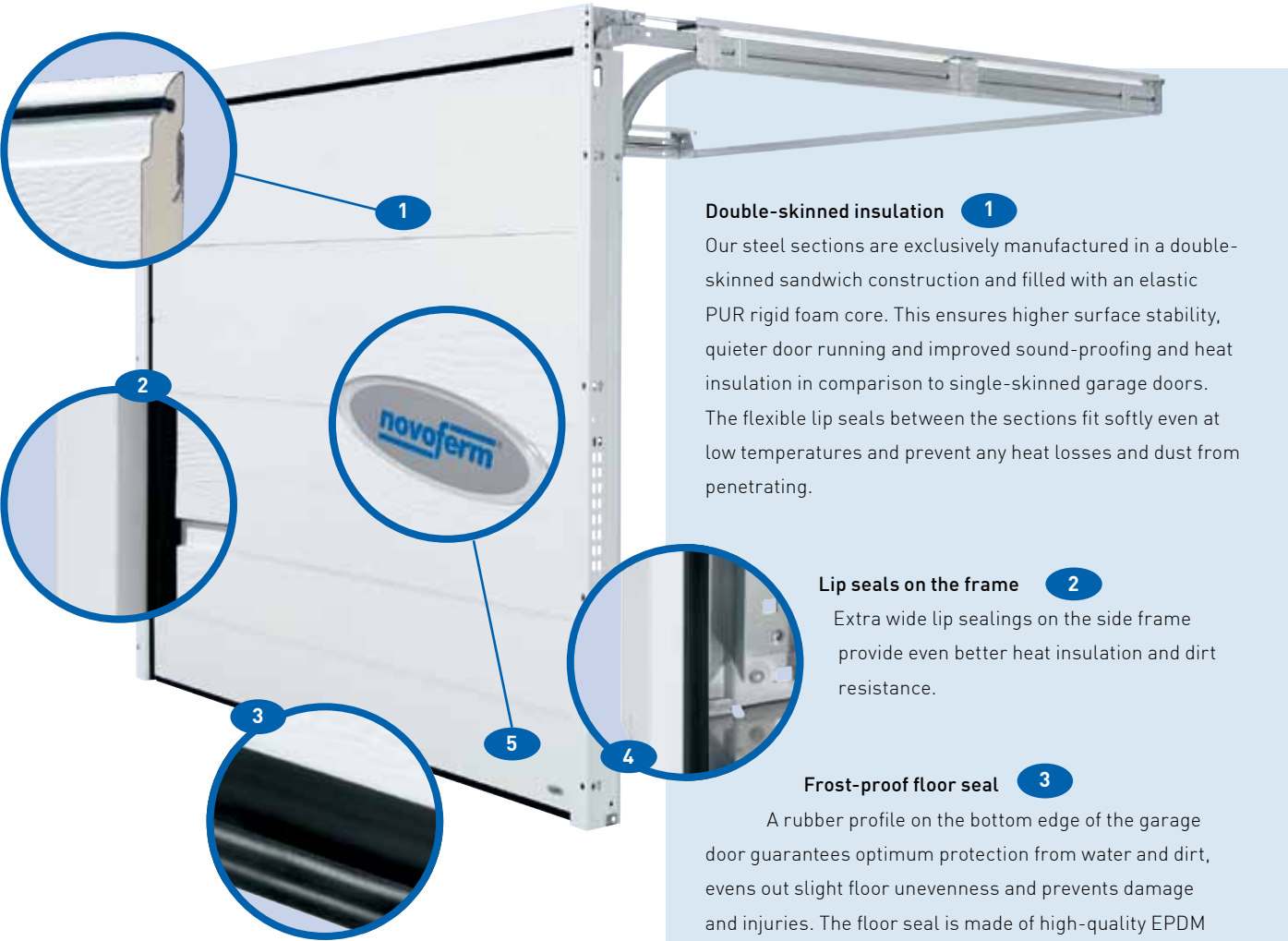
Specification

- All Novoferm iso 20 steel overhead sectional garage doors are supplied 20mm thick double skinned steel sections made of hot galvanised thin sheet, with CFC free PUR rigid foam (insulation value k=1.0 W/m K) giving good heat and sound insulation, anti pinch profile.
- All Novoferm iso 45 steel overhead sectional garage doors are supplied 45mm thick double skinned steel sections made of hot galvanised thin sheet, with CFC free PUR rigid foam (insulation value k=0.5 W/m K) giving excellent heat and sound insulation, anti pinch profile.
- All Novoferm iso 45 timber overhead sectional garage doors are supplied solid wood 20mm thick multi-layered face boards waterproofed glued to a pine sub section overall section thickness 45mm. Doors styles router cut into face boards.
- All Novoferm overhead sectional garage doors are supplied **without locking as standard**.
- Novoferm iso 20 and iso 45 steel overhead sectional door panels are supplied in woodgrain and (smooth) surface patterns, with pre-finished polyester exterior coating (RAL 9016 as standard). Iso 45mm panels are also supplied in Golden Oak, Rosewood, Titan and Satin Grey surface finish.
- All sections are prepared for mounting hardware, floor profile, floor seal and locking (if required).
- All Novoferm timber overhead sectional door panels are supplied in either untreated Nordic pine (softwood) or African okoume.
- All Novoferm iso 20 steel overhead sectional garage doors are supplied with triple safety extension spring assemblies, inside double steel lifting cables arranged above the horizontal tracks.
- All Novoferm iso 45 overhead sectional garage doors are supplied with front mounted torsion spring shafts and galvanised torsion springs as standard, spring break safety feature tested in accordance with DIN EN 12604 and steel lifting cables. (Optional low head rear mount kit may be added if required.)
- All Novoferm iso overhead sectional garage doors are supplied with angle frames and fascia panel made of hot galvanised thin sheet steel with a smooth surface pre-finished polyester coating (RAL 9016 as standard), frame and fascia seals are black EPDM rubber.
- All Novoferm iso overhead sectional doors can be supplied with locking if required, this will be drilled on the right hand side viewed from outside as standard unless otherwise requested.
- All Novoferm iso 45 overhead sectional doors with wicket doors are supplied with aluminium wicket door profile as unfinished anodised aluminium.



Novoferm Sectional Doors offer you the perfect convenience, maximum security and optimum saving of space together with Energy Saving efficiencies.

Quality that sets the standards...



...exclusive to Novoferm

Anything that is outside in all winds and weather and has to work perfectly day after day needs an especially robust design. That's why all Novoferm steel sectional garage doors are double-skinned and insulated. The degree of insulation is described by the door types. Simply choose between the alternatives, premium sectional door type iso 20 or the deluxe door type iso 45, with the highest insulation thickness and a wide range of optional extras.

All iso 20 and iso 45 door sections are manufactured from hot galvanized thin steel sheet and provided with a polyester-based pre-finished coat or, in the case of Golden Oak, Rosewood and Titan, a durable foil finished coating. Angular frames, guide rails as well as all fitting parts on the garage door are also galvanised so that no rust can start to form. You will have many years of pleasure and satisfaction with your garage door - 10 years of which are guaranteed!

Double-skinned insulation 1

Our steel sections are exclusively manufactured in a double-skinned sandwich construction and filled with an elastic PUR rigid foam core. This ensures higher surface stability, quieter door running and improved sound-proofing and heat insulation in comparison to single-skinned garage doors. The flexible lip seals between the sections fit softly even at low temperatures and prevent any heat losses and dust from penetrating.

Lip seals on the frame 2

Extra wide lip sealings on the side frame provide even better heat insulation and dirt resistance.

Frost-proof floor seal 3

A rubber profile on the bottom edge of the garage door guarantees optimum protection from water and dirt, evens out slight floor unevenness and prevents damage and injuries. The floor seal is made of high-quality EPDM (ethylene propylene diene monomer), which is known for its high elasticity, weather resistance and long life-span.

Stainless-steel frame base 4

Novoferm sectional garage doors have a high weather resistant stainless steel frame base. Thus enabling water and impeded drainage to be able to drain off freely and also ensure that no rust can start to form on the frame over the long-term. The frame base remains brittle resistant also at low temperatures and forms a clean visual seal.

The Novoferm quality seal 5

Quality doesn't need to hide away: That's why Novoferm sectional garage doors carry the Novoferm quality seal in a high-quality aluminium design with a chrome edge - guaranteeing the best materials and top-class processing!



Triple safety extension spring assemblies 1

The garage doors type iso 20 are fitted with robust triple safety extension spring assemblies and double steel cables. The garage door cannot fall even in case of a fracture to one of the springs.

Operator with automatic cut-out system 2

(for doors fitted with NovoPort® or Novomatic)
The automatic cut-out device stops and opens the garage door as soon as it comes up against an obstacle. The electronically monitored push-up safeguard provides maximum burglar resistance.

Angular frame interference protector and steel ropes arranged inside 3

The angular frames make it almost impossible for there to be interference between the door leaf and the frame. Carrying cables arranged inside minimise the risk of injury and guarantee maximum operational reliability.

Interference-protected deflection pulleys & spring channels 4

The extension springs lie protected in a spring channel over the door track in order to prevent against interference from the side. The steel cables run on interference-protected upper deflection pulleys with U-shaped caster holders.

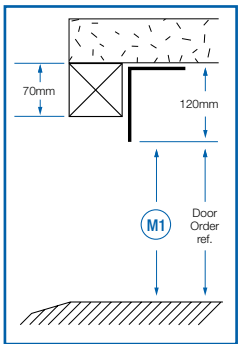
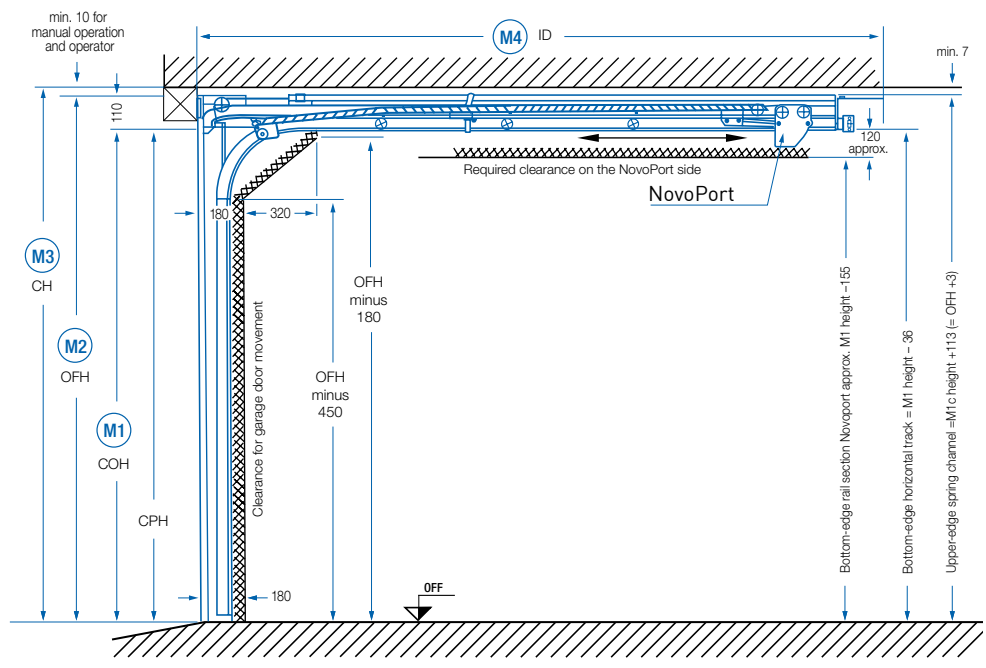
Anti-pinch inside and out 5

The special design of the sections and hinges prevents pinching on the door leaf from the outset.

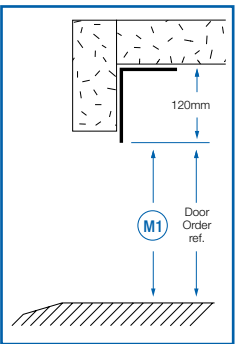
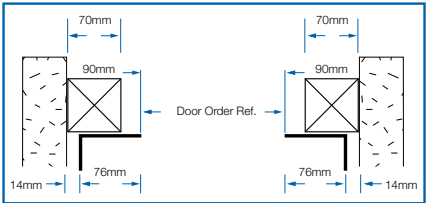
Torsion springs for iso 45

Robust, maintenance-free torsion springs with tested spring break safety feature in accordance with EN 12604, mean the garage door can be secured from falling even in case of a spring fracture and can be easily moved upwards.

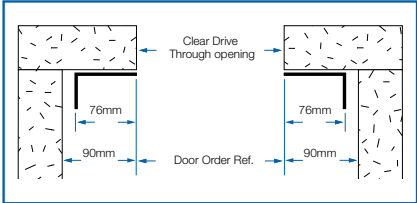
The torsion springs can be mounted at the front or rear of the guide rails depending on the space available.



Fitting within the opening



Fitting behind the opening



Order Ref Height	Standard size heights			
	M1	M2	M3	M4
6'4"	1925	2045	2050	2690
6'6"	2000	2120	2125	2765
6'10"	2075	2195	2200	2840
7'	2125	2245	2250	2890

CPH Clear Passage Height (with NovoPort)
COH (M1) Co-ord Height
OFH (M2) Outer Frame Height
CH (M3) min. Ceiling Height
ID (M4) min. Installation Depth

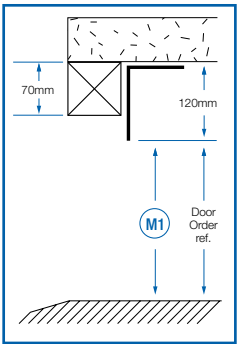
Ordering information

To calculate the correct door order size to fit within a structural opening, deduct 180mm from the width and 120mm (rear mount) or 215mm (front mount) from the height. For behind the reveal fit calculate from drawings (using required headroom for front/rear mount).

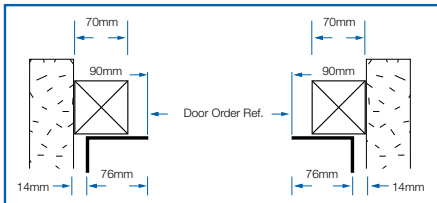
Special size heights - iso20 and iso45 doors

Order Ref Height M1	iso20			iso45 Front Mount			iso45 Rear Mount		
	M2	M3	M4	M2	M3	M4	M2	M3	M4
1875	1985	1995	2640	2083	2090	2580	1985	1990	2760
2000	2110	2120	2765	2208	2215	2580	2110	2115	2760
2125	2235	2245	2890	2333	2340	2705	2235	2240	2885
2250	2360	2370	3015	2458	2465	2830	2360	2365	3010
2375	2485	2495	3140	2583	2590	2955	2485	2490	3135
2500	2610	2620	3265	2708	2715	3080	2610	2615	3260
2625	2735	2745	3390	2833	2840	3330	2735	2740	3510
2750	2860	2870	3515	2958	2965	3330	2860	2865	3510
2875	-	-	-	3083	3090	3455	2985	2990	3635
3000	-	-	-	3208	3215	3580	3110	3115	3760
3125	-	-	-	3333	3340	3705	3235	3240	3885

Rear mounted torsion spring shaft

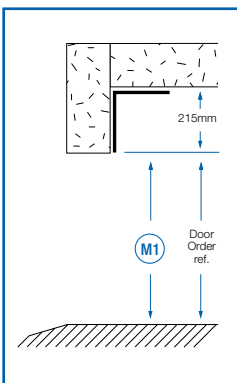


Fitting within the opening

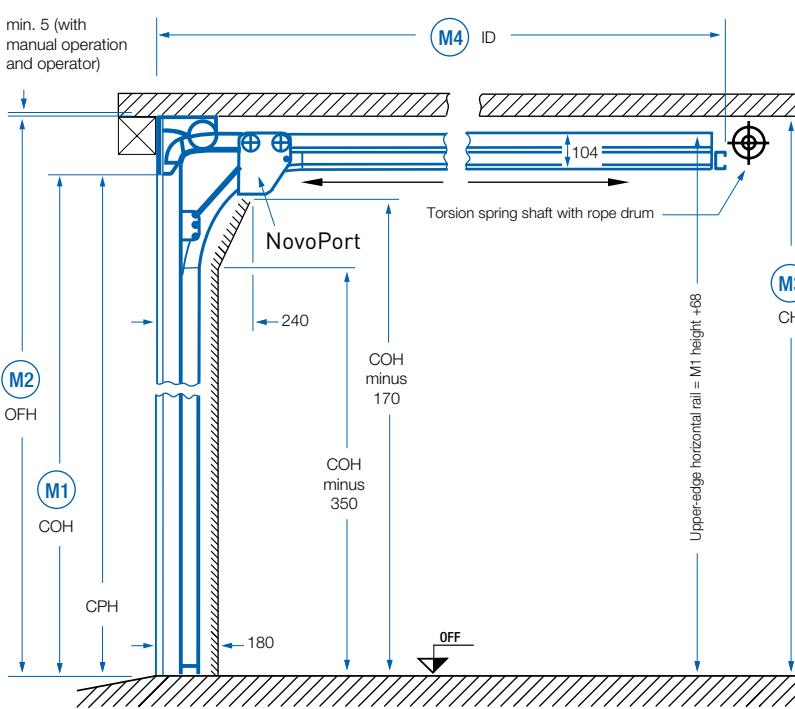
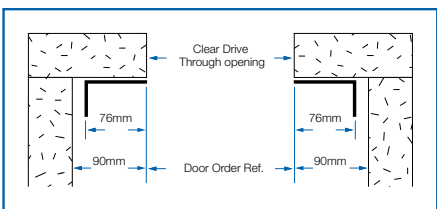


Order Ref Height	Rear Mount			
	M1	M2	M3	M4
6'4"	1925	2045	2050	2690
6'6"	2000	2120	2125	2756
6'10"	2075	2195	2200	2840
7'	2125	2245	2250	2881

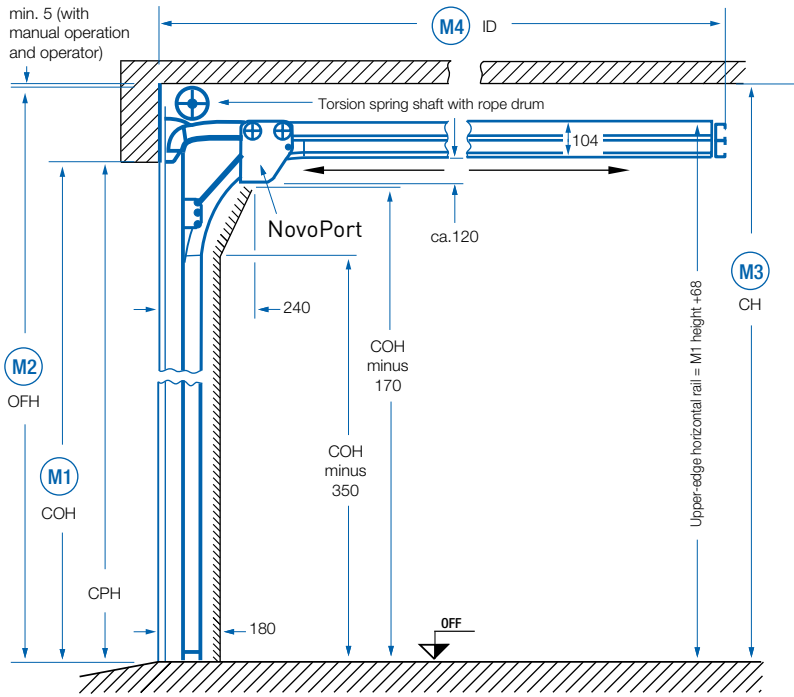
Front mounted torsion spring shaft



Fitting behind the opening



CPH Clear Passage Height (with NovoPort)
COH (M1) Co-ord Height
OFH (M2) Outer Frame Height
CH (M3) min. Ceiling Height
ID (M4) min. Installation Depth

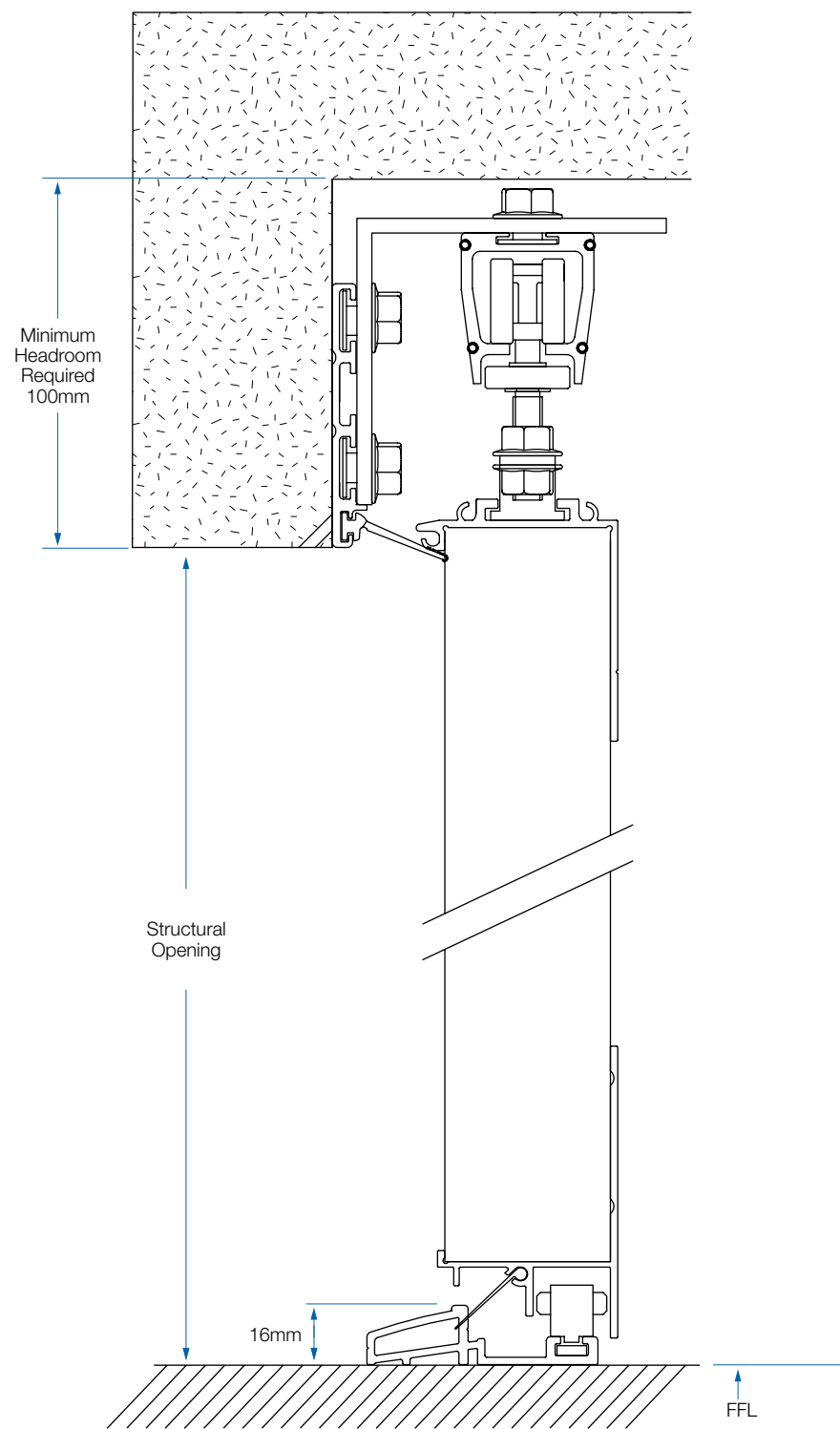


CPH Clear Passage Height (with NovoPort)
COH (M1) Co-ord Height
OFH (M2) Outer Frame Height
CH (M3) min. Ceiling Height
ID (M4) min. Installation Depth

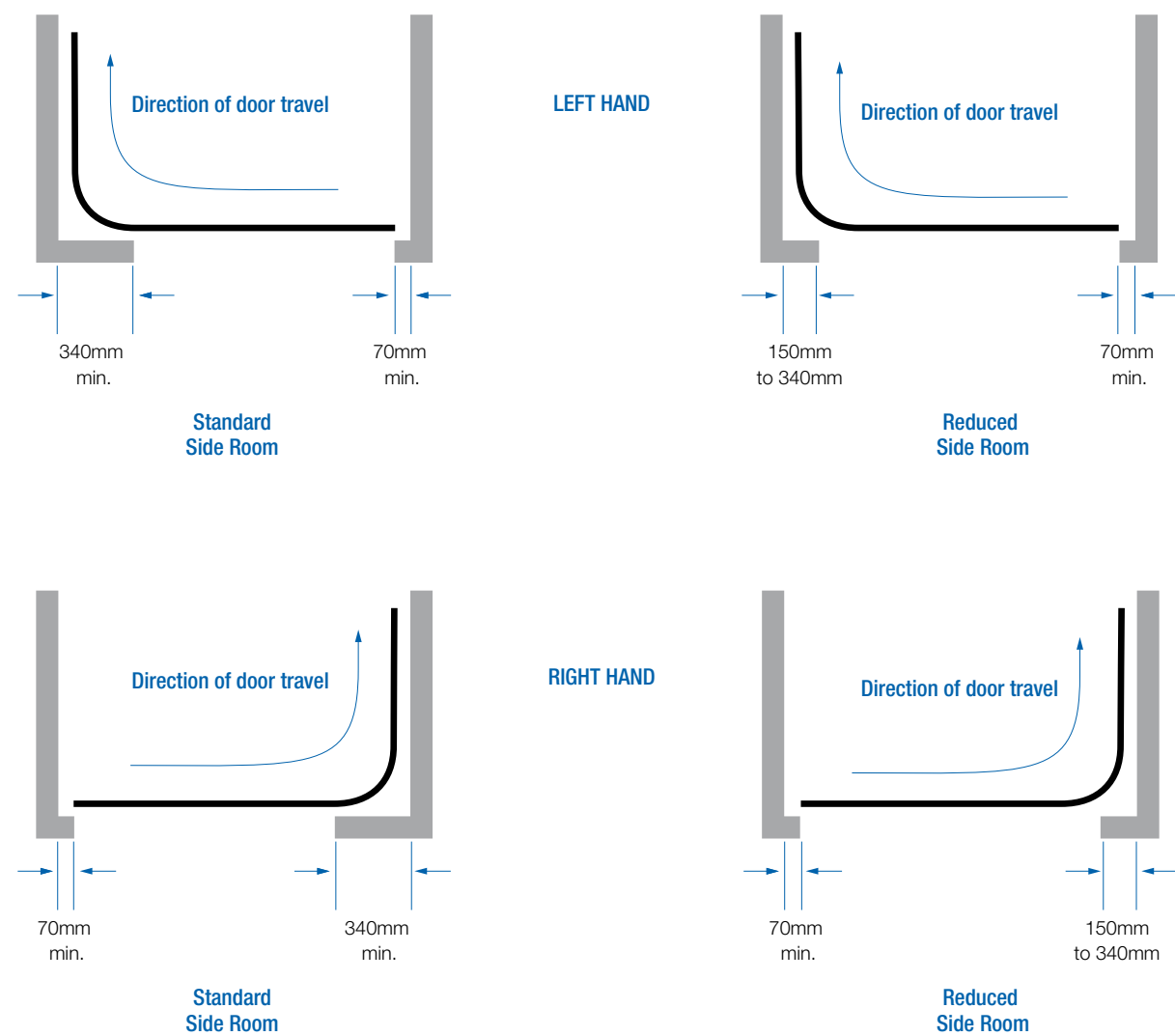
Order Ref Height	Front Mount			
	M1	M2	M3	M4
6'4"	1925	2140	2145	2505
6'6"	2000	2215	2220	2580
6'10"	2075	2290	2295	2655
7'	2125	2340	2345	2705

Other heights are available on request.

Lateral cross-section



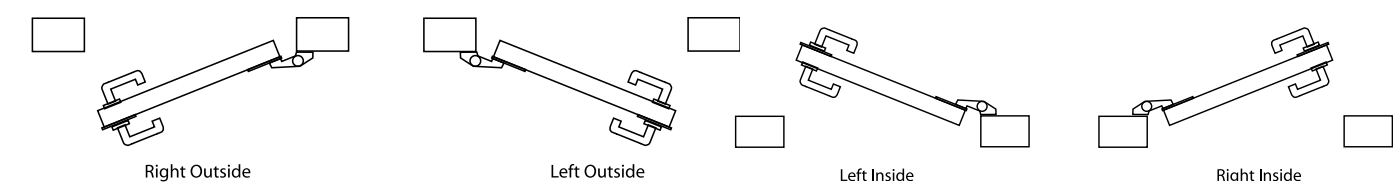
Installation dimensions



Specification

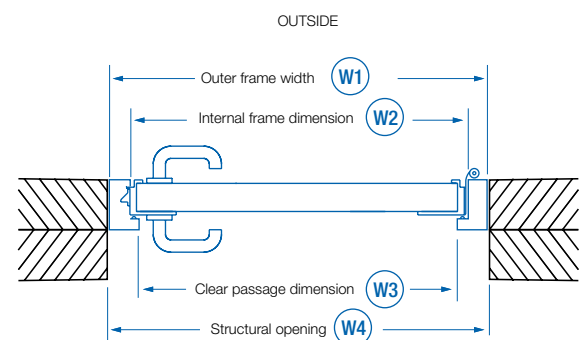
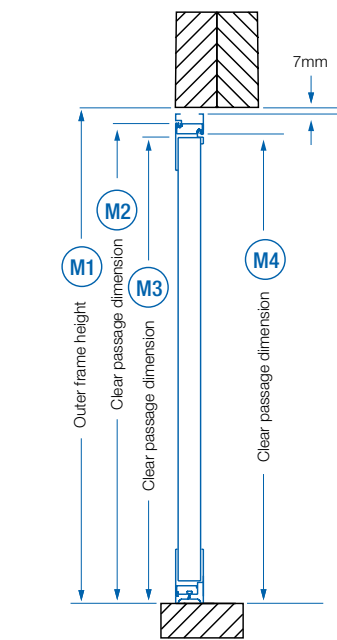
- The door panel is made of self supporting steel construction, double-skinned with CFC free foam between two steel cover skins, fully galvanised with base paint.
- Woodgrain texture on outer face of all panels, all styles (narrow rib, flush and panelled).
- Panel thickness of 45mm, with heat insulation value of $K = 0.5 \text{ W/m}^2\text{K}$.
- Galvanised header track with fastening anchor.
- Header, floor and side seals are pre-assembled (continuous brush seal on 4 sides).
- Side rebate - lock side must be at least 70mm.
- Side rebate - curve side must be at least 340mm.
- Headroom must be at least 100mm.

Side Door handing options (Please specify when ordering)

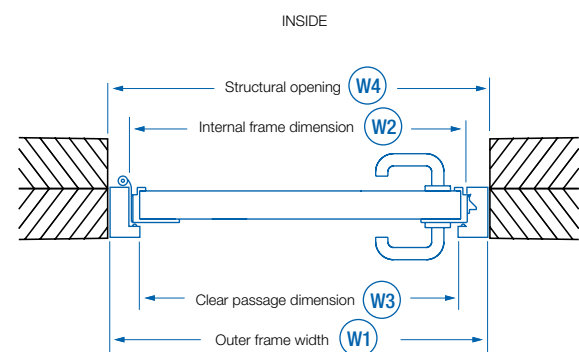


Up & Over One Piece Matching Side Doors

(To match steel and timber infill doors)



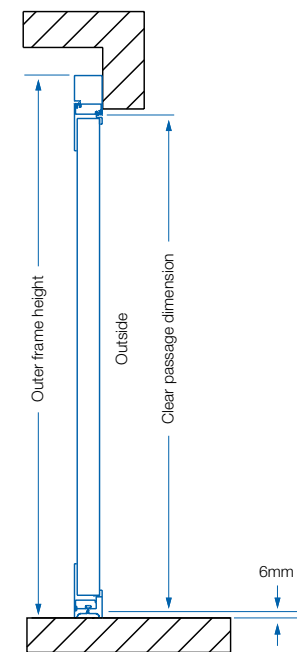
Order Ref Width	W1	W2	W3	W4
875	932	862	832	945
1000	1057	987	957	1070



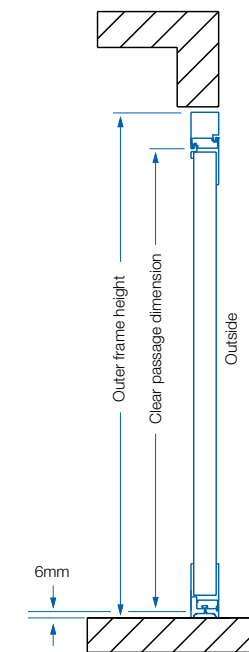
Order Ref Height	M1	M2	M3	M4
1875	1903	1910	1853	1868
2000	2028	2035	1978	1993
2125	2153	2160	2103	2118

iso 45 Sectional Matching Side Doors (To match iso 20 and iso 45 steel sectional overhead doors)

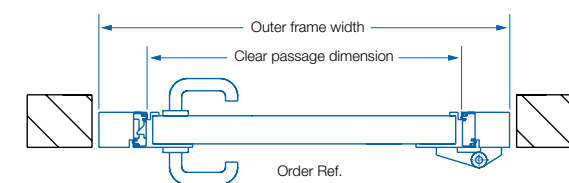
Door opening inwards
Vertical section



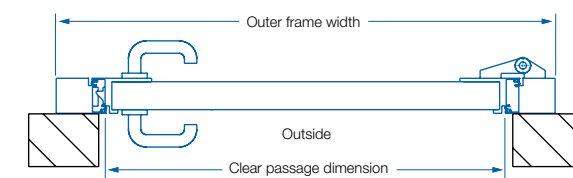
Door opening inwards and outwards
Vertical section



Door always opening inwards
- standard size Horizontal section



Door opening inwards and outwards
- special size Horizontal section



Standard sizes Horizontal rib, large rib, flush, raised panel

Door Order Ref	Order sizes = outer frame dimensions	Clear Passage dimensions
875 x 2000	995 x 2060	845 x 1970
875 x 2125	995 x 2185	845 x 2095
1000 x 2000	1120 x 2060	970 x 1970
1000 x 2125	1120 x 2185	970 x 2095

Standard Specification

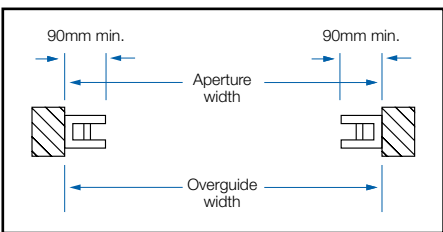
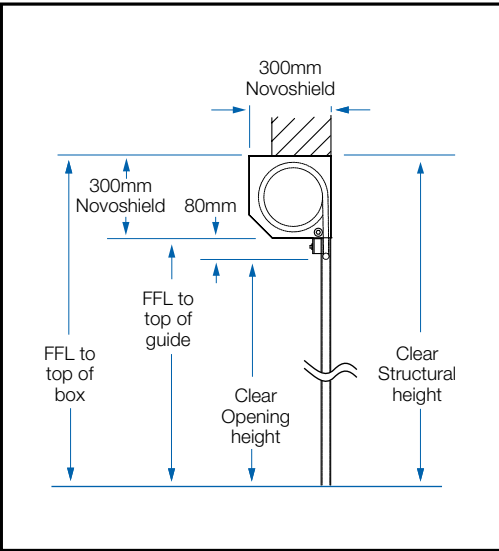
Feature	Included
Complies with ALL current EU standards including EN12453	✓
Supplied with the exclusive Novoferm control box and Safety Edge system, plus a Safety Brake.	✓
Supplied with a NovoShield box cover in white	✓
Supplied complete with remote controlled powered operation and two hand transmitters.	✓
Constructed from 77mm double walled aluminium lathes filled with CFC free insulating foam.	✓
Supplied with polyester powder coated (white) aluminium guide channels.	✓
Supplied with manual override connector and crank handle.	✓

Important Ordering Notes

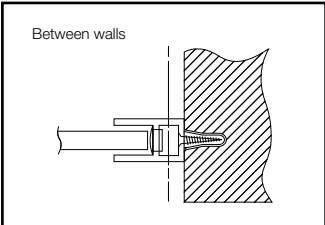
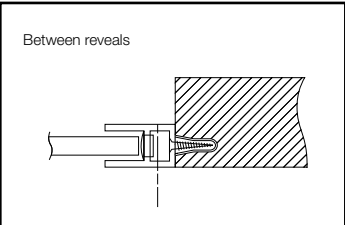
- All doors are made to measure. To calculate the price of your door, use the next highest width and height bands. Roller doors are ordered using the guide height (opening height and overall guide width (opening width plus 2 x guide width). Standard order forms available on request.
- Doors can be fitted either internally, externally or within the reveal.
- Doors that are required for external fitting are available in white or brown polyester paint finish.
- Please state whether you want the motor fitted to the left or right hand side of the door, as viewed from the inside looking out (or if the door is to be fitted externally, from the outside looking in).
- Polyester paint finish is hardwearing and baked on. Textured woodgrain colours are laminate foil finishes.
- All textured woodgrain door curtains have a white polyester powder coated internal finish, to keep the inside appearance of your garage crisp and clean. (for external mounted doors - the outside and inside door surfaces are always supplied in white).
- End plates, guides and box covers are supplied as standard finished in white polyester powder coating.
- Some marking may occur at the top of the internal side of the door curtain. This is unavoidable and is due to prolonged contact with the auto-lock sytem.
- When fully open the door curtain will hang down approximately 80 mm below the top of the guides.



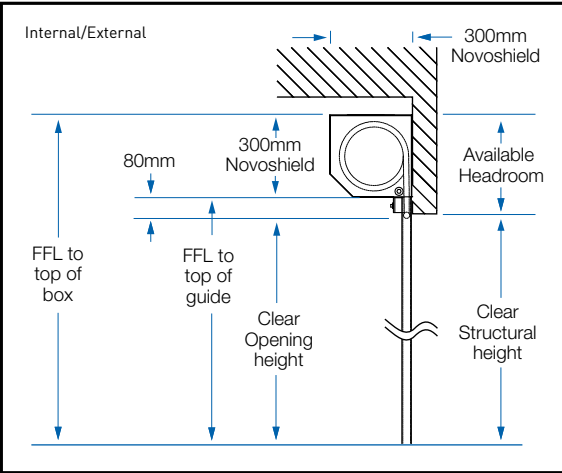
Fitting within the aperture



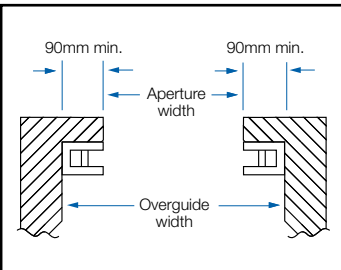
Fixing Options



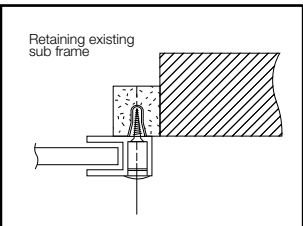
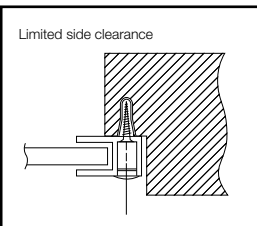
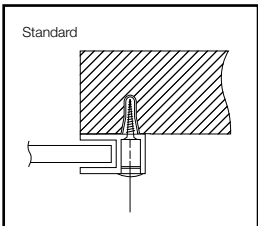
Fitting onto the aperture



SIDE CLEARANCE: 90mm is required only if the guides are to be fully concealed. A minimum of 40mm is required to give sufficient room for fixing but a portion of the guide tracks (white as standard) will be visible.



Fixing Options



Novomatic 553NRG (700N)



- 24V DC-motor, 230V-240V/50Hz, 280watt
- Maximum push/pull force 700N
- Max running speed 22 cm/sec opening, 17 cm/sec closing.
- Soft start/stop
- 7-segment display menu guided control with diagnostic display
- Digital remote control 433MHz with Keeloq rolling code
- 40W integrated lighting
- Standby power 0.5W
- Electrically monitored anti-opening security device
- Suitable for residential doors up to 15m², max door height (front mount 2375mm) (rear mount 2250mm)
- Supplied as: Motor head, 1 part C-profile channel with toothed belt and two 2 channel handsets.
- Available with temporary battery back-up operation (553B).

NovoPort® (550N)



- 24V DC-motor, 230V-240V/50Hz, 280watt
- Maximum push/pull force 550N
- Max running speed 17 cm/sec
- Soft start/stop
- 7-segment display menu guided control with diagnostic display
- Digital remote control 433MHz with Keeloq rolling code
- 40W integrated lighting
- Standby power 4W
- Electrically monitored anti-opening security device
- Suitable for residential doors up to 15m², max door height (rear mount 3125mm)
- Supplied as: Motor head, wall control unit and two 2 channel handsets.
- Suitable for sectional doors only.

Novomatic 803 (1000N)



- 24V DC-motor, 230V-240V/50Hz, 450watt
- Maximum push/pull force 1000N
- Max running speed 17 cm/sec
- Soft start/stop
- 7-segment display menu guided control with diagnostic display
- Digital remote control 433MHz with Keeloq rolling code
- 40W integrated lighting
- Standby power 4W
- Electrically monitored anti-opening security device
- Suitable for residential doors up to 15m², max door height (front mount 2375mm, rear mount 2250mm)
- Supplied as: Motor head, 3 part C-profile channel with toothed belt and two 2 channel handsets.
- Available with temporary battery back-up operation (803B).

VivoPort® (500N)



- 12V DC-motor, 230V-240V/50Hz
- Maximum push/pull force 500N
- Simple program set up
- Soft start/stop.
- Digital remote control 433MHz with Keeloq rolling code
- LED integrated lighting 351m
- Supplied with motor head, trnsformer pack, two 2 channel and external manual release.
- Suitable for retractable doors only.

All Novoferm products are independently tested to the highest standards and are certified to the high safety requirements and performance characteristics of European Standard 13241-1. You can, therefore, be confident that your purchase of a Novoferm product is a safe investment.



Guarantee

Novoferm offers the following warranty for garage door, and garage door automation products:

1. Summary

(subject to the terms and conditions outlined in sections 2-4 following and periods of cover overleaf):

- **10 years** Safe and reliable operation (for use up to 25 open and closing cycles per day)
- **10 years** Integrity of the door panel(s) / curtain
- **10 years** Panel corrosion (inside and out)
- **10 years** All immoveable frame parts
- **10 years** Seal degradation
- **5 years** Surface finish of Satin Grey, Rosewood, Golden Oak and Titan finished sectional door panels
- **5 years** Novomatic operator (803/553NRG) mechanical parts, plus motor and control unit
- **5 years** NovoPort® operator motor and control unit mechanical parts
- **5 years** Novoferm Insulated Roller Garge Door operator motor and mechanical parts
- **3 years** Novoferm Insulated Roller Garge Door operator control unit
- **2 years** All mechanical elements of the doors, including rollers and springs
- **2 years** VivoPort® operator mechanical parts, plus motor and control unit
- **2 years** All remote control parts and accessories (excluding batteries, bulbs and fuses)

2. Requirements:

The warranty only covers damage to the purchased garage door or garage door operator. The fully completed warranty card/service record (to be updated annually), together with receipt of purchase, correspondingly substantiates your right to claim under warranty. Warranty claims are only accepted in the country where the garage door/operator was purchased. The product must have been purchased through our authorised distribution channels.

Consequential costs for installation and de-installation, inspection of parts, transport and postage costs will not be accepted by Novoferm.

3. Performance:

During the warranty period we undertake to rectify any and all defects to the Novoferm product which can be proved to be attributed to a material or manufacturing fault. We promise, at our discretion, to either exchange the defective merchandise, repair or allow a reduction in price. Replacement parts remain our property.

4. This warranty does not cover damage caused by:

- Improper installation and negligent care and maintenance
- Improper initial and subsequent operation
- Negligent or wanton destruction
- External influences, such as: fire, water, salts, alkaline solutions, acids and any abnormal environmental influences
- Mechanical damage, through improper transport and fitting, or through falling or hitting objects
- Improper use of surface protection treatments
- Repair by non-qualified persons
- Using non-Novoferm parts without the written approval of the manufacturer
- Removal of the product number, or making it unidentifiable
- Application of additional, non approved weights or infills
- Failure to remove the protective film or packaging provided with the product, where applicable

Please see overleaf for periods of cover. This warranty applies to all goods sold on or after 1 September 2010, until further notice.

Visual appearance - the quality check:

A new garage door can be a significant investment that will transform the appearance of your home. This information was designed by the Association of Garage Door Specialists as a guide for purchasers of domestic garage doors. The quality check should be carried out in natural daylight, not direct sunlight whilst standing at a distance of 3 metres from the door to view the overall appearance.

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

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

Up & Over Garage Door Systems:

The purchaser is granted a warranty covering the safe and reliable operation of the Novoferm garage door for a period of 10 years from the date of purchase. This warranty is conditional on the regular inspection and maintenance of the product in accordance with the installation manual supplied with the door. During the guarantee period the manufacturer undertakes to repair, without charge, any product which has suffered a proven failure of its safe and reliable operation provided that the springs, tracks and guide rollers have been inspected regularly (at least once a year) and maintained correctly, including replacement of wear items when required.

All Novoferm garage doors offer a 10 year warranty against the integrity of the door panel, as well as 2 years on rollers and springs for normal use, up to 25 open and close cycles a day.

All retractable garage doors offer a 10 year manufacturer's guarantee (2 years for canopy doors) on material and manufacturing faults of all immovable frame parts, if it can be proved that they are inoperative, or their use is impaired.

In the case of Novoferm steel doors, these are supplied factory pre-finished in polyester based white or sepia brown. They are not immune to damage which can occur at any stage of the handling of the product from factory to site. Minor surface damage can be easily repaired using touch-up sprays or sticks without invalidating warranties. The corrosion of swarf filings or other air borne particles, rusting or staining of the panel is not considered as panel rust.

Novoferm timber doors use organically grown Cedar from replenishable sources, with natural colour and grain variations - this is a feature of Cedar. We make every effort to harmonise the effect, where possible, by hand matching the component parts used in construction. Please note that a uniform grain pattern cannot be guaranteed. Timber doors must be finished in accordance with the installation instructions, supplied with the door and the technical specification. Novoferm timber doors are supplied with a temporary finish, please ensure that a full specification of finishing coats are applied immediately before or after installation to all exposed surfaces - inside and out, with a Sikkens or similar finishing coat system.

Sectional Garage Door Systems:

The purchaser is granted a warranty covering the safe and reliable operation of the Novoferm garage door for a period of 10 years from the date of purchase. This warranty is conditional on the regular inspection and maintenance of the product, in accordance with the installation manual supplied with the door. During the guarantee period the manufacturer undertakes to repair, without charge, any product which has suffered a proven failure of its safe and reliable operation provided that the springs, wire cables, tracks, guide rollers and hinges have been inspected regularly (at least once a year) and maintained correctly, including replacement of wear items when required.

All Novoferm garage doors offer a 10 year warranty against the integrity of the door panels, as well as 2 years on rollers, springs, pulleys and cables for normal use, up to 25 open and close cycles a day.

All Novoferm garage doors offer a 10 year manufacturer's guarantee on floor seals, central seals, side seals and header seals against perishing.

All Novoferm garage doors offer a 10 year manufacturer's guarantee on material and manufacturing faults of all immovable frame parts, if it can be proved that they are inoperative, or their use is impaired.

Furthermore, Novoferm fully finished steel doors (i.e. factory finish painted, Golden Oak, Rosewood, Satin Grey, Titan) come with a 10 year panel corrosion guarantee relating to rust through inside or outside. If a panel rusts through, then the affected panel only will be replaced. Due to weathering, the new panel may not exactly match the colour of the old. In this instance the door should be repainted by the customer with a proprietary paint system, following the paint manufacturers' instructions. In areas of high corrosion (e.g. if exposed to sea air) it is advisable, in terms of care and maintenance, that the door panels should be painted with a proprietary paint system, following the paint manufacturers' instructions and that the door should be regularly cleaned. The corrosion of swarf filings or other air borne particles, rusting or staining of the panel is not considered as panel rust.

The surface finish of Satin Grey, Titan, Rosewood and Golden Oak foil finished sectional door panels is guaranteed from serious degradation for a period of 5 years, provided that regular maintenance including cleaning from salt is carried out in accordance with our instructions. During this period the colour of the door panels may change due to weathering (e.g. Intense UV radiation and coastal conditions etc). This is normal and is not covered by the warranty.

In the case of Novoferm pre-finished steel doors, these are supplied with polyester based primer paint finish. They are not immune to damage which can occur at any stage of the handling of the product, from factory to site. Minor surface damage can be easily repaired using touch-up sprays or sticks without invalidating warranties. Novoferm timber sectional doors are supplied unfinished, please ensure that a full specification of finishing coats are applied immediately before or after installation to all exposed surfaces - inside and out, with a Sikkens or similar finishing coat system.



Novoferm Insulated Roller Garage Door Systems:

The purchaser is granted a warranty covering the safe and reliable operation of the garage door for a period of 10 years from the date of purchase. This warranty is conditional on the regular inspection and maintenance of the product, in accordance with the installation manual supplied with the door. During the guarantee period the manufacturer undertakes to repair, without charge, any product which has suffered a proven failure of its safe and reliable operation, provided that the door has been inspected regularly (at least once a year) and maintained correctly, including replacement of wear items when required.

Novoferm Insulated Roller Garage Door systems are guaranteed against any form of manufacturing defects for a period of 2 years from the date of purchase. The finish of white powder coated doors is guaranteed for a period of 2 years.

In the case of textured woodgrain finished doors, the exterior finish is guaranteed to provide an effective weatherproof membrane which will resist perforation of the door from the weather-side due to corrosion for 10 years. Furthermore, colour change or fade to the exterior surface will be limited and uniform for the full 10 year period.

Some marking may occur at the top of the internal side of the door curtain, this is unavoidable and is due to prolonged contact with auto-lock system.

Novoferm Garage Door Automation:

For garage door operators: Novoport® and Novomatic, we grant the following warranty, in case of supplying us with the original invoice: 5 years for mechanical parts of the operator motor and the control unit; 2 years for remote control parts and accessory parts. For Vivoport® operators we grant a 2 year warranty for mechanical parts of the operator, the motor and the control unit.

A 2 year warranty is also granted for remote control parts and accessory parts. No warranty claims will be accepted for wear and tear parts and consumption parts (e.g. light bulbs, batteries, fuses).

Novoferm Insulated Roller Garage Door electric operators are guaranteed against any form of manufacturing defect for a period of 5 years for mechanical elements, motors and transformers. The motor control unit is guaranteed for 3 years. Remote control accessories and parts are guaranteed for a period of 2 years. No warranty claims will be accepted for wear and tear parts and consumable parts (e.g. light bulbs and batteries).

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