

Warranty

At Securexit we recognise that despite our stringent quality control procedures and best efforts, sometimes things go wrong. When this happens, we want you to have the peace of mind that this warranty offers; an assurance that we will do our best to resolve your problem as quickly and efficiently as possible. At the end of the day we want you to be happy with your door, and the product and service that we provide.

To clarify what you can expect from us we have laid out what we do and don't cover in plain English.

What's Covered?

A practical guarantee that covers the repair or replacement (at our discretion) of your Securexit external door installed in your building, where it is found to be defective due to faulty materials or workmanship within the guarantee period.

If any part is no longer available, it will be replaced with an alternative part offering the same function.

Corrosion

Your door is warranted for corrosion in the following environments (as defined under BS EN 12944) and for the following durations:

12
YEARS

C3 All areas not classified as C4 or C5.

5
YEARS

C4* Coastal towns or islands from 250m to 2000m.

3
YEARS

C5* Marine within 300m of the sea.

* Please note: in C4 & C5 environments, if you have not opted for our hardware and aperture upgrades, the corrosion warranty will be for the door and frame only.

Finish

Your door is supplied with a Polyester Powder Coated finish. We warrant this for adhesion and UV stability. Any impact damage, dent or scratch that breaks the surfaces of the finish is not covered.

7
YEARS

Hardware & Mechanical

All of the mechanical elements of your door - including hardware - are warranted for 5 years.

If your hardware develops a fault, we will supply you with new hardware. This will be supplied with an invoice which we only expect you to pay if when you return the faulty hardware to us it is found to have failed due to misuse or lack of maintenance.

If your hardware is no longer stocked or in manufacture, we reserve the right to supply a replacement product of a similar design and quality.

If you have a fault with your hardware within the first 2 years, we will cover the replacement of the part and reasonable labour costs to inact the replacement. After 2 years, we will cover the replacement of the faulty hardware only.

5
YEARS

What's Not Covered?

Negligent use or misuse, neglect or careless use.

Use of parts or accessories which were not originally supplied by Securexit.

Incorrect assembly and/or installation.

Repairs or modifications not carried out by Securexit or its authorised subcontractor.

What's The Small Print?

Your door must be maintained in line with our care guidance and you must keep records of this maintenance.

Any repair or replacement will be carried out by Securexit or a subcontractor authorised by Securexit. Any repair or replacement will not extend the warranty period.

The first stage for any warranty issue should be with the company who sold and installed the door. They should, where appropriate, check the installation and maintenance of the door to verify a hardware or mechanical fault. This can then be passed on to Securexit to resolve.

This warranty does not affect your statutory rights as a consumer.

Where doors are located in a corrosive environment or a C4/C5 location, Securexit must have been informed and instructed that an enhanced protection is required for an extended warranty to apply. A site location or postcode will not be deemed adequate for enhanced measures to be included. Knowledge of site location without an instruction to enhance specifications is not adequate to trigger extended warranty unless this has been offered in writing.

A decision to decline or otherwise not accept an upgraded specification for hardware/apertures in C4 or C5 locations will also invalidate the standard hardware warranty as we have to assume the environment may be more aggressive than C3 locations by default.

When Does It Start?

The warranty starts from the day the door was installed or 3 months after it was manufactured (whichever is the earliest).

Where Is It Valid?

The warranty is valid for England, Scotland, Wales, Northern Ireland and the Republic of Ireland.

Who Is It For?

The guarantee is for the door, so for as long as it remains in the building for which it was originally installed and retains the Securexit door label. If your label is getting tired, we will happily provide you with a new one. Just email sales@securexit.co.uk.

For and on behalf of Securexit Ltd.

A stylized signature in black ink, appearing to read 'David Lycett'.

David Lycett

Managing Director