

WARRANTY ON IBUILD ROLL A DOOR AND ALUMINIUM WINDOWS AND DOORS

IBuild products are designed to create lasting value for your home or Business. This warranty is effective for all IBuild Products. It is essential that you familiarise yourself with the content of this document prior to utilising our products.

The warranty shall constitute the sole remedy available under law to the first retail purchaser for any damages related to resulting from a defective part and/or product. The warranty is strictly limited to the repair or replacement of the parts of this product which are found to be defective. IBuild will repair, or at its discretion replace, any device, which is determined to be defective in materials and/or workmanship. IBuild shall not be liable for consequential or incidental damage to property or person. Warranty repairs shall be affected provided the product is returned to IBuild at owner's expense. For warranty service and shipping instructions contact IBuild at the addresses shown.

Garage Door Detail Coverage Notes

1 Year from date of purchase.

Coverage is for peeling, cracking, or exhibiting excessive fade or colour change. Steel products and products finished with factory supplied Chromadec finish, installed within 5 kilometres of a salt-water source (for example, an ocean) or another corrosive environment requires additional and specific maintenance requirements. Warranty repairs shall be affected provided the product is returned to IBuild at owner's expense. Refer to our full care and Installation instructions.

For important information regarding the use/application of our products, including care and maintenance please follow Instruction Leave let on Garage door pamphlet.

No Coverage

Hardware

1 Year

Coverage is against faulty workmanship, materials and functions and excludes normal wear and tear/corrosion of hardware and has not been damaged or altered in any way.

Aluminium Detail Coverage Notes

3 Years from date of purchase

Coverage is for peeling, cracking, or exhibiting excessive fade or colour change. Aluminium products and products finished with factory supplied finish, installed within 5 kilometres of a salt-water source (for example, an ocean) or another corrosive environment requires additional and specific maintenance requirements. Warranty repairs shall be affected provided the product is returned to IBuild at owner's expense. Refer to our full care and Installation instructions.

No Coverage

Hardware

3 Year

IBUILD PRODUCT WARRANTY

What this warranty covers

We guarantee that if your IBuild product exhibits a defect in material or workmanship within the time periods from the date of invoice as specified below, we will, at our discretion, repair or replace the product or component part.

IBuild warrants to the first retail purchaser of our products, that the product shall be free of any defects in materials and/or workmanship for a period of guarantee from the verifiable date of purchase. Such verification will include a valid proof of purchase by the first retail purchaser, which shall include if possible the serial number of the product of warranty. Upon receipt of the product, the first retail purchaser is under obligation to check the product for any visible defect.

This warranty is available on any IBuild product sold and installed in the Republic of South Africa by a reputable installer.

For any IBuild product that is sold and installed outside the borders of the Republic of South Africa, the obligations for repairing this product under warranty will be done by the distributor of the product in the territory concerned as he has to inspect Doors on arrival for any defect and at that time communicate with supplier IBuild.

The warranty does not cover:

Non-defect damage caused by unreasonable use (including use not in complete accordance with IBuild installation and owners instructions). Labour charges for removal or re-installation of a repaired or replaced unit.

Transport costs incurred in getting the product to IBuild. IBuild will quote for in- situ warranty repairs if requested.

Damage to the product caused by lighting, power surges, or incorrect installation. Any IBuild door operator used outside it's intended use. Any IBuild Motor door operator used outdoors, including carports. Distance to sea within 3000m from breaking surf and ocean spray for Steel doors incl. hardware. Any IBuild domestic garage door operator used in excessive traffic applications for example an apartment- block, parking garage etc. Any modification to the product or components thereof. Batteries installed in the operator, remote controls or wall console (we do not cover).

Flush panel design disclaimer:

IBuild disclaims any quality issue related to aesthetic oil caning on wood grained doors, customers are required to communicate and acknowledge this as no returns will be allowed for this sole reason. Oil caning can be defined as visible waviness in the flat areas of metal garage door and is referred to as elastic buckling (more commonly known as "stress wrinkling"). The degree of waviness can be difficult to measure, but may be apparent, especially under specific lightning conditions.

IBUILD PRODUCT WARRANTY

How to get assistance

If you have a query with your IBuild products, contact the merchant/distributor or contractor from whom you purchased your product or contact us directly at above no.

We can respond quickly and efficiently if you provide the following:

- a) Product identification (from the original order/invoice document).
- b) How to contact you.
- c) The address where the product can be inspected.
- d) A description of the apparent problem and the product (photographs are helpful).

What We Will Do

Upon receiving your notification, we will send out an acknowledgement within 24 hours to the contact number, which you have provided. We will investigate your claim and will begin to take appropriate action within 3 - 7 days after receipt of notification. If your warranty claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you.

If your claim is accepted, and we choose to repair or supply the product or a component of the product, the replacement product/component will be provided in the same specification as the original product. Replacement components/products are warranted for the balance of the original product warranty. We make no other warranty or guarantee, either expressed or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. Rejection of these dispute resolution provisions must be sent to IBuild (Customerservice@ibuild-mtg.co.za) within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies. No distributor, dealer or representative of IBuild has the authority to change, modify or expand this warranty. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the owner of the structure into which the Product is installed.

IBuild Garage Doors

Treatment and Maintenance schedule of Sectional, Aluminium Sectional and Roll up Garage Doors

All Exposed surfaces requires regular cleaning, treatment and maintenance to guard against UV Rays and degradation.

Cleaning, Treatment and Maintenance Schedule

- Inspect exposed surfaces on the door regularly.
- Doors Installed in coastal regions should be washed once a month.
- Doors Installed in inland regions should be washed once every 3 months.

Step 1: Spray down the door with a hose using medium pressure.

Step 2: Gently wash the door using a clean microfibre cloth and soapy water as you would when washing your car.

Step 3: Spray down the door and rinse off any excess soap.

Step 4: Allow the door to dry thoroughly.

Step 5: Apply car wax using the instructions found on the package.

Step 6: Check for any wear and tear on the door, guides and rails.

Notes:

- Soap can be any car wash / wax product.
- DO NOT use a high-pressure washer for spraying down the door.
- DO NOT use a dirty, rough or abrasive cloth as this will result in scratches on surface.
- DO NOT use window cleaner, bleach, or solvent cleaning products.
- Following these notes will ensure the longevity of your investment.

A Garage Door is just like your car, treat it well and it will return the favour.

For more information or technical advice, please contact our customer service department on customerservice@ibuild-mtg.co.za