



Thank you for choosing a Fortis Aluminium Ltd entrance door. The following warranty terms apply to door sets supplied by Fortis Aluminium Ltd, effective from the date of delivery or installation (applicable within the UK and Channel Islands only), subject to the conditions and exclusions outlined below:

- Hinges, locks, and hardware – 5 years (Excludes wear and tear. Regular maintenance is required to ensure optimal performance & longevity of these components.)
- Powder coat finish – 5 years (If installed in a coastal location – 30 miles, anodised components must have been ordered) Corrosion: Protection against corrosion of the underlying aluminium, provided that the coating has been maintained correctly and has not been damaged or compromised by external factors such as scratches or dents etc. Colour Fading / Chalking: Powder coatings are expected to maintain their colour and finish for a considerable period. However, some degree of fading due to UV exposure and weather conditions is normal. The warranty covers excessive fading or chalking beyond what is considered reasonable for the age and location of the product.
- Glass unit failure (misting between panes and damage to the middle layer only) – 5 years
- Finger scan & keypad systems; including motorised locking – 2 years
- LED lighting (for up to 30% failure of LED diodes) – 1 year
- Cylinder and keys (excluding damage from attack or misuse) – 1 year
- Seals – 1 year (Excludes wear and tear and bottom seal issues due to improper setup or maintenance of the door)
- Dekton® - 25 years subject to registration of product – see overleaf

Exclusions:

- Colour or shade variations due to RAL colours viewed online or in print that differ from the RAL Classic colour chart.
- Claims related to damage once the door has been installed.
- Improper or incorrect installation or handling.
- Damage due to insufficient protection during or after installation. This includes damage from scratches, impacts, or exposure to harsh chemicals that go beyond normal wear and tear. Notably, the warranty does not cover issues arising from the application of tape or other adhesive materials left on the powder-coated surface during the project, as this can lead to discoloration, residue, or damage to the finish.
- Any modifications or alterations made to the door after installation: frame, glass, cill, lighting, access control, and other components originally supplied.
- Third-party components installed or connected by the customer after purchase and installation.
- Damage or failure resulting from improper maintenance not in line with provided instructions.
- Routine Maintenance: The warranty does not cover routine maintenance issues, such as tightening loose screws, seal re attaching etc which are considered the owner's responsibility. Regular checks and maintenance are recommended to ensure optimal functionality.
- Impact Damage: Any damage caused by impacts, accidents, misuse or external forces that result in parts coming loose or being damaged are not covered under this warranty. This includes but is not limited to collisions, forceful shutting, and objects being caught in the door.
- Damage caused by natural events such as storms, fires, floods, or other acts beyond our control.
- Glass breakage, chipping, scratches or cracking in any form. All glass is checked within GGF guidelines.
- Staining or flight rust spots on stainless steel components caused by insufficient maintenance.
- Doors and/or screens purchased as ex-display models.

Dekton® Bonded Doors: Warranty Information

The warranty for Dekton® bonded doors covers the Dekton® bonded slab for 25 years. Please register your product at Cosentino's site to activate this warranty: [Cosentino Warranty Registration](#).

About Dekton®:

Dekton® is renowned for its high quality, durability, and aesthetic appeal. It is a rigid, dense material that is resistant to heat, scratches, and most stains, performing excellently under normal usage conditions.

Warranty Limitations and Care Instructions:

1. Material Characteristics:

Dekton® is resistant to everyday impacts, but it is important to note that the edges can be prone to chipping if subjected to excessive stress. Special care should be taken to avoid severe impacts, particularly at the corners and around the edges, as these can cause chipping, cracks, or breaks.

2. Improper Use:

Damage may occur if force is applied or if objects are maneuvered through or past the door edges, compromising the material's integrity.

3. Care Instructions:

- Avoid applying pressure or hitting the door edges.
- Ensure that no items pass through when the door is closed against the frame; including the lock, hinge, or pivot sides.
- Refrain from scraping or impacting the edges.
- While Dekton® is highly stain-resistant, certain materials can leave marks if not cleaned promptly. Avoid using harsh chemical cleaners or abrasive cleaning tools such as steel wool, which can dull or scratch the finish.

4. Warranty Exclusions:

This warranty does not cover damage resulting from improper use, including but not limited to, pressure or impact on the door and its edges. Such practices compromise the structural integrity of the material and are not covered under this warranty.

General conditions:

- Fortis Aluminium Ltd.'s warranty applies to the supplied goods only and excludes any disturbance to the building structure.
- Fortis Aluminium Ltd are not liable for door failure due to improper installation, transportation, or storage. All goods must be inspected upon delivery or installation. If the purchaser is not available to sign for the delivery, it will be signed off by the delivery driver or installer and deemed as accepted.
- Goods cannot be signed for as "unchecked" – full inspection must occur at the time of handover. If inspection is not possible, the driver/installer will inspect on behalf of the purchaser.
- If the door arrives damaged, you must notify us immediately with photographic evidence.

Limitation of Liability:

- This limited warranty does not guarantee safety for persons or property and does not make the premises impact resistant.
- Fortis Aluminium Ltd is not responsible for damage due to natural events (e.g., high winds, floods, or fire).
- Our liability is limited to the product purchase price. Indirect, incidental, or consequential damages are excluded, and any claims are waived to the extent allowed by applicable law.
- In case of warranty issues, we will either repair the defective component, provide a replacement, or refund the original purchase price. Replacement or repaired products will carry the remaining warranty period of the original item.
- This warranty is for the original purchaser or first homeowner only and cannot be transferred to subsequent owners.

The warranty is for parts only and shall specifically exclude any labour or fitting and is limited to the supply of replacement goods by the sellers designated delivery method only. In the event of component failure arising through any of the exclusions, the seller specifically reserves the right to charge for such items at the appropriate cost, determined at the time of such replacement item/s.

This warranty is for the buyer / first homeowner and will not be transferred to subsequent homeowners.

Remedy of faults:

Should it be determined that a fault exists in a product, the warranty holders sole and exclusive liability is to either (as the seller elects) A: repair the defective component. B: Provide replacement product. C: Refund the original purchase price of the product. Repaired or replaced products will carry the remaining balance of the original warranty from day installed / delivered.

Fortis Aluminium and associates reserve the right to alter or change product specification as required. Should a product or spare part not be available at time of remedial works an alternative of equal quality and market value will be provided if possible.

Warranty Process:

In the unlikely event of a warranty claim, please contact the dealer who originally supplied or fitted the door. Proof of purchase must be provided.

To process the claim efficiently, please supply the following details:

- Full name, address, and telephone number.
- Original invoice number + serial number of the door (this can be found on the edge of the door leaf)
- Product details.
- Description of the fault, with photographic evidence.

E-mail above information to: doors@fortisal.co.uk

Once we receive the claim, it will be evaluated, and a resolution will be arranged. If an on-site inspection is necessary and the issue is not covered under this warranty, the claimant will be liable for the cost of the inspection visit, along with any parts and mileage charges. Additionally, a full-service form must be completed prior to the visit.