

SILENTDOOR

Open the doors to endless possibilities



Warranty Activation and Conditions

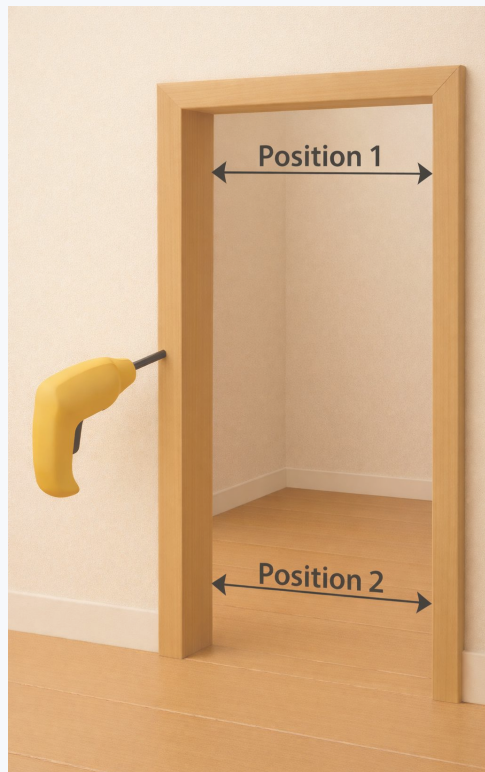
Warranty Conditions - SilentDoor Timber

Warranty activation requirements, inspection and maintenance obligations, exclusions, site conditions and care guidance applicable to SilentDoor Rw® T timber doorsets.

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Post Installation Warranty Activation Card.

SilentDoor Rw[®]T timber doors carry a standard 2-year manufacturer's warranty from invoice date, subject to the current inspection and maintenance conditions.



IMPORTANT – Compliance requirement (record and return measurements)

Project reference required

[.....]

Position

Measured opening width (mm)

Position 1
(= top internal width)

Position 2
(= bottom internal width)

Product Name

Installation Company

Installation Date

Evidence

Warranty activation is subject to submission of this completed document together with supporting photos and videos to

postinstall@silentdoor.co.uk

No dimensional tolerance is permitted (+0/-0). Recorded measurements must match the approved doorset specification, any discrepancy may impact certification and/or warranty.

Installer-recorded measurements form part of the doorset certification record. Any deviation from the approved specification or installation instructions may invalidate certification and/or warranty. SilentDoor accepts no liability for measurements recorded incorrectly or not returned.

Warranty activation and conditions.

A concise summary of activation, ongoing inspection requirements and warranty cover.

Warranty activation...

Authorised inspection within 6 months

- First inspection by an SilentDoor/ approved representative. This visit is chargeable.
- Completion and Registration Of Warranty Card
- Visit checks hanging, hardware, alignment, seals and closer settings.
- Warranty certification follows a satisfactory visit, subject to conditions.

Ongoing requirement...

Every 6 months thereafter

- Further inspections every 6 months by SilentDoor or a qualified third party.
- Third-party inspections must be supported by maintenance records.
- Missing or unrecorded inspections may void the warranty.
- Claims remain subject to SilentDoor inspection and validation.

Warranty cover...

Defects in materials and workmanship under normal use.

- Doorset must be installed, maintained and operated to SilentDoor guidance.
- Claims may be rejected where proper records are not provided.
- Warranty period runs from dispatch date.

IMPORTANT: A post-installation form must be completed in accordance with the installation guide, failure to do so may invalidate warranties.

Full warranty conditions are outlined on our website. www.silentdoor.co.uk/silentdoor-rw-t-warranty-conditions

Maintenance inspection requirements.

Detailed inspection scope for first 6-month activation visit and recurring 6-month maintenance.

First inspection - within 6-Month Acoustic & Fire Inspection...

To activate the **SilentDoor warranty**, an authorised SilentDoor representative must carry out a post installation inspection within 6 months of installation, subject to conditions and issue of Warranty Certification. This visit is chargeable.

This service includes

- Inspect and review door hanging and hardware fittings.
- Lubricate fittings and bearing components where necessary.
- Clean and maintain hinges.
- Check frame condition and alignment.
- Verify tolerances are still in accordance with installation guidelines
- Verify and adjust door closer (force and closure).
- Confirm full installation remains in accordance with SilentDoor installation guidelines.
- Issue Warranty Certification.
- 6-month fire compliance review (visual and functional inspection) - If applicable.

Following the inspection, a Warranty Certification will be issued, confirming compliance and continued warranty coverage. Please note: The 6-month inspection visit is chargeable. Pricing will be confirmed at the point of order or upon request.

Every 6 months thereafter...

By SilentDoor or a qualified third party. If carried out by a third party, **maintenance records** must be available for any warranty claim.

- Check door hanging fittings.
- Lubricate hinges, locks, latches and pivots as required.
- Clean hinges and visible hardware.
- Inspect acoustic, smoke and intumescent seals for wear or damage.
- Check for scratches, swelling or warping.
- Confirm leaf-to-frame gaps remain within tolerance (typically 2–4 mm).
- Record all findings in the maintenance log.
- Fire compliance review, where applicable.

Warranty exclusions, site conditions & acoustic testing limitation.

Key exclusions, expected site conditions and the testing standard relied upon for acoustic performance claims.

Not covered by warranty

Excluded: misuse, natural wear, inadequate assembly, lack of maintenance, non-SilentDoor parts, transport damage, water damage and abnormal environmental causes.

Important site and product conditions

Installation must be by professionals. Natural timber, veneer, stain and RAL variation is not a manufacturing defect. Timber doors are for interior use only, so weather exposure is excluded. At installation, the site should be closed and climatized and recent-works moisture avoided, with special care in maritime areas.

Acoustic Testing Standard & Limitation of Responsibility

The acoustic insulation tests have been conducted in accordance with **UNE-EN ISO 10140-2:2011** (laboratory measurement of airborne sound insulation of construction elements). Accordingly, SilentDoor cannot accept responsibility for the results of alternative test methods, including **UNE-EN ISO 16283-1:2015**, which relates to in-situ measurements of airborne sound insulation within completed buildings and constructed elements.



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