

SILENTDOOR

Open the doors to endless possibilities



Warranty and Certification Activation (with 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.

1. Warranty activation
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4. Warranty cover
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6. Acoustic testing limitation of responsibility
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8. Contact and support details.

By submitting this information, the installer confirms that the above details are accurate to the best of their knowledge and that the SilentDoor® doorset has been installed in accordance with the applicable installation instructions and project requirements.

This record is intended to provide a clear and traceable history of the doorset installation. Completion of this questionnaire does not, by itself, constitute confirmation that the installation has been inspected, approved or verified as compliant with the relevant specification, building regulations or manufacturer's installation requirements. Any inspection, approval or certification must be documented separately by the appropriately qualified or authorised person.

To ensure transparency, traceability and accountability throughout the life of each SilentDoor® doorset, we require the following installation information to be completed and returned to us.

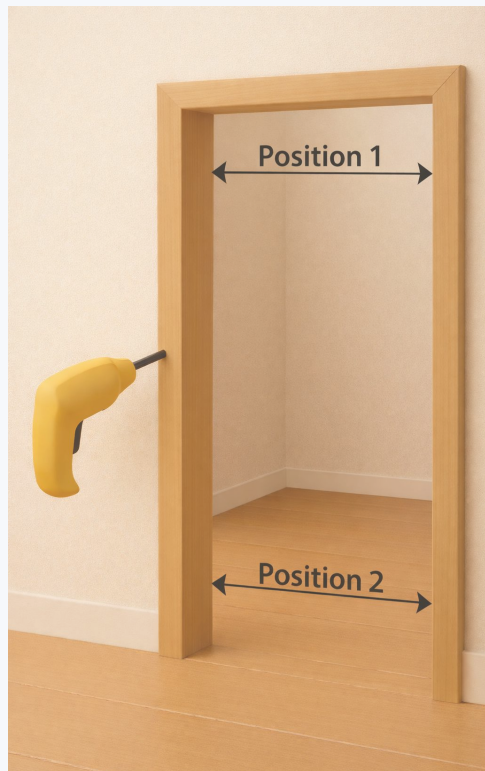
These records form part of our internal doorset history and are retained by SilentDoor® to provide an accurate record of **where, when and by whom the doorset was installed**, together with details of the company responsible for its ongoing servicing and maintenance.

Maintaining this information allows us to accurately identify the installation circumstances of each doorset should technical, warranty, maintenance or certification queries arise in the future. It also helps ensure that any subsequent inspection, servicing or remedial work can be correctly associated with the original installation.

The information provided will be retained within SilentDoor® internal records and may be used to verify installation history, support warranty administration, assist with technical enquiries and maintain an accurate lifecycle record for the doorset.

Post Installation 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			
Project Site Address			
Installation Company			
Installation Co Reg			
Installation Date			
Installation Company Fire Certification Certs (If Applicable)		Attach in email	
Evidence		Warranty and certification activation is subject to submission of this completed document together with supporting photos and videos to support@silentdoor.co.uk	
	Door ID	Position 1 (= top internal width)	Position 2 (= bottom internal width)
1			

Continue onto page 4, if more than 1 door

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.

Post Installation 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)

	Door IDs	Position 1 (= top internal width)	Position 2 (= bottom internal width)		Door IDs	Position 1 (= top internal width)	Position 2 (= bottom internal width)
2				12			
3				13			
4				14			
5				15			
6				16			
7				17			
8				18			
9				19			
10				20			
11				21			

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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