

Warranty period

This warranty will apply for seven years from the day the door is delivered by Prido AB. The warranty does not cover car wash doors; please see separate warranty document. **For doors delivered outside the Nordic countries, a 2-year warranty applies.**

Scope of the warranty

The warranty applies to all sections of the Ecolid door, with the exception of specified wear sections.

This warranty covers material fractures, design faults, production faults, abnormal changes in colour, rust perforation of the surface layer and other corrosion damage that may affect the function of the door. A two-year full functional warranty is provided for electronics.

The warranty does not cover damage that is incurred to the door's wear parts. Wear parts must be replaced according to applicable maintenance instructions, at intervals stated in the user manual supplied with the door ("the manual"). Specific wear parts for the door in question appear in the Manual.

The warranty does not cover damage caused by electrical overvoltage, e.g. electrical storm.

The warranty does not cover damage or consequential damage caused by the installer, the user or a third party.

The warranty is valid providing that:

1. The door is not installed in a particularly corrosive or aggressive environment, e.g. in air with high salt content, in constant contact with water or where corrosive chemicals, corrosive fumes, condensation, ash, cement dust or animal droppings can affect parts of the door.
2. The door is supplied in one of the standard colours available at the time of order and manufacturing. For doors coated in special colours, there is a two-year warranty on the coating layer in terms of adhesion and colour resistance.
3. The door has been used for its intended purpose, to act as a climate protection in a corridor system for goods and personnel.
4. The door has not been exposed to any other form of influence than the load required to operate a properly installed and maintained door and the loads imposed by wind.
5. The servicing, cleaning and maintenance measures prescribed in this Manual have been performed and documented in the Manual's maintenance log.
6. Any spare parts installed are original Prido parts. The warranty on the spare parts runs to the expiry date for the door's original warranty period.
7. The door is installed north of 37 degrees latitude.
8. Build-up of dirt or other deposits has been washed off the door leaf and fittings on a regular basis in accordance with the applicable rules in the maintenance instructions.
9. Manual doors are not installed in such places where the temperature consistently exceeds 70 degrees.
10. Machine-operated doors are installed in a space where the indoor temperature remains between +40 and -10 degrees Celsius.
11. Full payment for the door and any installation is made to Prido AB.
12. The door is opened a maximum of 1,000,000 times.

Warranty commitments and claims

In the event of fault, a written claim is submitted to Prido AB within a reasonable time after the fault has been detected or should have been detected, however, no later than before the end of the warranty period. In the event of complaints, Prido AB is entitled to have an impartial party investigate the fault. When Prido AB receives complaints in accordance with the above, Prido AB shall, within a reasonable time and at its own expense, rectify any faults covered by this warranty. This warranty does not limit the buyer's rights and the consequences resulting from applicable laws in any way, such as the right to rectification, product exchange, price deduction, or the right to withhold payment, to compensation for rectifying the fault or to cancel the purchase.

All our sales in Sweden take place from the head office in Tråvad.

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