

General "Limited" Warranty

- 1) Hansen International, Inc. warrants to the original manufacturer that materials and components sold (collectively the Product) in the manufacturing of a Roll-up Door shall be free from defects found in materials or workmanship for a period of 84 months from the date of shipment to the customer. All doors shall be installed and maintained in accordance to written installation instructions. Doors shall be operated under normal conditions applies.

This liability covers the repair or replacement of door assemblies and components sold to the original equipment customer due to defects in material or workmanship within the warranty period. Warranty coverage will not include door attachments including, but not limited to other non Hansen products, decals, emblems, stripes and adhesives.

- 2) Roll-up doors and components painted by Hansen International (or approved source) shall be warranted for a period of 84 months from the date of shipment for corrosion, blistering, adhesion, top coat peeling or de-lamination, gloss or loss of color, cracking or checking. Warranties authorization requires product to be evaluated to determine the root cause prior to repair or replacement. See exclusions.
- 3) Any electrical functions must be installed in compliance with Hansen International installation instructions. Product Claims deemed as improper installation (i.e. grounding, reverse polarity, overload, etc.) will not be warranted. Only products sold by Hansen International shall be warranted.

Warranty Coverage Periods:

Compartment lighting	- 36 months from the date of shipment
Compartment Ajar Switch	- 36 months from the date of shipment
All other components	- 12 months from the date of shipment

- 4) Product submitted for consideration are subject to the terms of this warranty, and require the serial number of the Roll-up door. Repair requests require a pre-authorization from our customer service group prior to any work being performed. Any warranty returns also require a pre-authorization and should be returned to our Lexington, SC facility for processing. The customer's exclusive remedy under this warranty is the repair or replacement of the Product, as determined by Hansen International in its sole discretion.

Repair Coverage: (Repair coverage covers one person at a flat rate fee and time shown below)

Door removal and replacement (including guide channels)	- One hour @ \$ 60.00
Door curtain or slat removal and replacement	- One hour @ \$ 60.00
Door counter balance removal and replacement	- One hour @ \$ 60.00
Door Handle Bar removal and replacement	- One hour @ \$ 60.00
Door Ajar switch removal and replacement	- One hour @ \$ 60.00

- 5) Exclusions: (This limited warranty does not include the following)

Accident, alteration, misuse, negligence, abuse, vandalism or physical damage,  
Acts or omissions of any carrier delivering the products,  
Aggressive cleaning, pressure washing that causes damage to product.  
Any repair, replacement or alteration by a facility not approved in advance by Hansen,  
Any damage incurred from neglect of care or maintenance,  
Any damage incurred from equipment within the compartment causing premature failure,  
Damage of electrical circuitry from shortage, grounding or other methods,  
Damage incurred from other manufactured components,  
Exposure to severe environments (i.e. caustic chemicals, cleaners, etc.).  
Excessive heat sources exposed (i.e. too close to a fire, etc.).  
Improper or modified installation that doesn't comply with instructions,  
Normal maintenance, servicing, adjustments or damage to products related to the assemblies.  
Other agreements or stated terms not defined in this policy.