



WARRANTY

FULL VISION OVERHEAD DOOR
OHDI2-NF



01 ♦ WARRANTY CONDITIONS

- Products are warranted by Sai Gon Nam Phat Joint Stock Company, with stamps, coupons or warranty papers.
- Customers please present warranty card, purchase invoice, receipt when requesting product warranty.
- The warranty card must be filled with accurate and complete customer and product information.
- The warranty card must be intact, not patched, erased or repaired.
- Sai Gon Nam Phat Joint Stock Company will warranty and repair products free of charge, if such defects are determined to be from the manufacturer.
- And other regulations of the manufacturer stated on the warranty card attached to the product.

In particular, Sai Gon Nam Phat has 2 basic warranty milestones:

- **Case 1:** Warranty for 12 months from the date of signing the Minutes of Acceptance.
- **Case 2:** Warranty according to the operating frequency reaches **262,800 times/year**.

=> 1 In 2 cases that qualify first will be warranted first.

For 3rd parties (Unit buys products from Sai Gon Nam Phat and provides and installs for customers):

- Errors installed by a third party, without the participation of the construction and installation team of Sai Gon Nam Phat, it is imperative to bring the product to the manufacturer for inspection and repair support.
- Or provide customer information, project location for Sai Gon Nam Phat to work and discuss directly with customers before carrying out repairs.
- Send technical drawings, project topography to Sai Gon Nam Phat Joint Stock Company for advice and suitable solutions, avoiding installation in the wrong location, not ensuring effective use.



02 CONDITIONS NOT COVERED BY WARRANTY

Regulations according to the policy:

- Products are not provided by Sai Gon Nam Phat company.
- Expiration of warranty or violation of one of the free warranty conditions.
- Serial number, product model does not match the warranty card.
- Customers arbitrarily interfere with products or repair at warranty centers that are not authorized by the company.
- Stamps are scratched and damaged.
- Arbitrarily opening the control cabinet / motor to change parameters, causing damage to the door's operating system.

Using the door with improper operating conditions:

- **Use area:** OHDI2-NF doors are only used in areas with temperatures above 10 degrees Celsius.
- **Use conditions:** Damaged doors due to poor storage conditions, fires, natural disasters, earthquakes, rainwater... causing damage to the motor and door system.
- **Frequency of operation:** 30 times/day, exceeding will affect the service life and operating capacity of the door.
- **Voltage:** 1 phase $220 \pm 10\%$ V, 50 / 60HZ, or 3 phases $380 \pm 10\%$ V, 50 / 60HZ, customers use excessive voltage allowed, unqualified oil source causes damage, Explosion.
- **Impact:** The aesthetic damage caused by impact causes the curtains to be torn, scratched, dented... Or errors due to normal wear and tear or due to the aging process of the product.

=> In these cases we will repair and charge for maintenance. Repair cost will be informed to customer before implementation.





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