

# SWARTLAND INVESTMENTS (PTY) LTD

Reg. No. 2005/019062/07 VAT Reg. No. 428 026 8402

## HEAD OFFICE

TEL: 0861 10 24 25  
3 KOTZE STREET  
P O BOX 216  
MOORREESBURG, 7310

## CUSTOMER CALL CENTRE

TEL: 087 630 2144  
EMAIL: [CSS@SWARTLAND.CO.ZA](mailto:CSS@SWARTLAND.CO.ZA)  
ORDERS: [SWARTLANDORDERS@SWARTLAND.CO.ZA](mailto:SWARTLANDORDERS@SWARTLAND.CO.ZA)  
[www.hydrodoors.co.za/contact-us](http://www.hydrodoors.co.za/contact-us)

**SBS**  
SPECIALISED BUILDING SUPPLIES

November 2024

## Our Warranty to you:

SBS products are designed to add lasting value to your home. This warranty applies to all Hydro garage doors, Digi motors, and spare parts. For important information regarding the use and application of our products, including care and maintenance instructions, installation guidelines, architectural files, and product certificates, please visit [hydrodoors.co.za/garage-door-manuals](http://hydrodoors.co.za/garage-door-manuals). It is essential to familiarise yourself with these documents before using our products.

## What This Warranty Covers:

Except as stated in the conditions section below, we guarantee that if your Hydro or Digi product exhibits a defect in material or workmanship within the specified timeframe from the date of invoice, we will, at our discretion, repair or replace the product or its components.

- SBS warrants to the first retail purchaser that Hydro and Digi products will be free from defects in materials and workmanship for the duration of the warranty period, starting from the verifiable date of purchase. Verification requires valid proof of purchase, including the serial number of the door and motor under warranty. Upon receipt of the product, the first retail purchaser must inspect it for any visible defects.
- This warranty applies to any Hydro or Digi product sold and installed within the Republic of South Africa.
- For any Hydro or Digi product sold and installed outside the borders of the Republic of South Africa, the responsibility for repairs or replacements under warranty lies with the distributor in the respective territory.
- This warranty is the sole legal remedy available to the first retail purchaser for any damages arising from a defective part and product.

Detail	Coverage	Notes
Wooden Garage doors (Raw and Ready to fit)	5 Years	Products need to be inspected every 3 months for maintenance.
Pre-Seal finish on timber garage doors	1 Year	Coverage is for peeling, cracking, or exhibiting excessive fading or colour change. Timber products and products finished with factory applied Maxicare finish, installed within 5 kilometers of a salt-water source (for example, an ocean) or other corrosive environment requires additional and specific maintenance requirements. <b>Refer to our full care and maintenance instructions.</b>
Pre-Seal finish on timber garage doors – Imbuia	No Coverage	
Hardware	1 Year	Coverage is against faulty workmanship, materials and functions and excludes normal wear and tear/corrosion of hardware and has not been damaged or altered in any way.
Aluminium Door: Steel	3 Years	Coverage is against faulty workmanship, materials, and functions installed within 5 kilometers of a salt-water source (for example, an ocean) or other corrosive environment requires additional and specific maintenance requirements. <b>Refer to our full care and maintenance instructions.</b>
Steel Doors Sectional & Roll Up	1 Year	Coverage is against faulty workmanship, materials and functions installed within 5 kilometers of a salt-water source (for example, an ocean) or other corrosive environment requires additional and specific maintenance requirements. <b>Refer to our full care and maintenance instructions.</b>

## Conditions:

- The warranty is strictly limited to the repair or replacement of parts of the product that are found to be defective.
- SBS will repair or, at its discretion, replace any device determined to be defective in materials and workmanship.



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- SBS is not liable for consequential or incidental damage to property or persons.
- Warranty repairs will only be actioned if the product is returned to SBS at the owner's expense.
- For warranty service and shipping instructions, please get in touch with your nearest SBS branch.

### The Warranty Does Not Cover:

- Non-defect damage caused by unreasonable use (including use not in complete accordance with Hydro and or Digi installation and owners' instructions).
- Labour charges for removal or re-installation of a repaired or replaced unit.
- Damage to the product caused by lightning, power surges or incorrect installation. Any Digi door operator used outside it's intended use.
- Any Digi door operator used outdoors including carports.
- Distance to sea within 5 kilometers from breaking surf an ocean spray for Steel and Aluimiun doors including hardware.
- Any Hydro residential garage door operator used in excessive traffic applications for example: an apartment block, parking garage, etc.
- Any modification to the product or components thereof.
- Batteries installed in the operator remote controls or wall console.
- Batteries for Digi door operator.

### How to get Assistance:

If you have a query with your Hydro and/or Digi product, contact the merchant/distributor or contractor from whom you purchased your product or contact us directly at any SBS Branches.

### We can respond quickly and efficiently if you provide the following information:

- Product identification (from the original order/invoice document).
- Contact details.
- Address where the product can be inspected.
- Description of the apparent problem and the product (photographs are helpful).

### What we will do:

Upon receiving your notification, we will send out an acknowledgement within 24 hours to the contact number, which you have provided. We will investigate your claim and will begin to take appropriate action within 3 - 7 days after receiving the notification. If your warranty claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you. If your claim is accepted, and we choose to supply the product or a component of the product, the replacement product/component will be provided with the same specification as the original product. Replacement components/products are warranted for the balance of the original product warranty.

We make no other warranty or guarantee, either expressed or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly herein. Rejection of these dispute resolution provisions must be sent to Swartland ([clientsolutions@swartland.co.za](mailto:clientsolutions@swartland.co.za)) within thirty (30) days of original purchaser's receipt of the products to which this warranty applies.

No distributor, dealer or representative of SBS had the authority to change, modify or extend this warranty. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the owner of the structure into with the product is installed.

Product delivery date: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Invoice Number: \_\_\_\_\_

SBS or Merchant Staff Signature: \_\_\_\_\_

