

CHAMPION DOOR WARRANTY TERMS

PART A – STANDARD WARRANTY

1. Scope and Definitions

These Warranty Terms apply to all industrial door systems, automation components, control units, digital services and related equipment manufactured and or supplied by Champion Door (“Products”).

These Warranty Terms form an integral part of the Champion Door Global General Terms and Conditions of Sale 2026.

This Warranty covers material and manufacturing defects in the Products, subject always to these Warranty Terms.

2. Commencement of Warranty

The warranty period shall commence separately and independently for each Product. For each Product, the warranty period shall commence on the earlier of:

- a) four (4) months from the date on which the Product is released by Champion Door to the carrier for transport from the factory or logistics point, regardless of the applicable Incoterms, or

- b) the date on which the Product is installed and commissioned for operational use at site,

whichever occurs first.

For the avoidance of doubt, commissioning refers solely to the operational commissioning of the individual door system and not to any building acceptance, handover, completion of the overall project, or occupancy of the premises.

The commencement of the warranty period shall not be affected by site readiness, partial project completion, customer acceptance procedures, performance testing, delay, suspension, force majeure or any other actions, omissions or interpretations of the Customer or any third party.

For the purposes of warranty commencement, each individual door system installed in one building opening shall constitute one Product.

Where a Product consists of multiple delivery items, the warranty commencement for that Product shall be determined based on the delivery or commissioning of the last essential component required for the operational use of the door system.

For the avoidance of doubt, the warranty commencement shall not be postponed by the absence, delayed delivery or later installation of non-essential accessories, cosmetic elements, optional equipment or any components that do not prevent the Product from being installed and commissioned for operational use.

3. Warranty Period and Unified Cycle Limitation

The warranty shall remain valid for a maximum period of:

- a) 24 (twenty-four) months
 - b) or 30 000 (thirty thousand) operating cycles,
- whichever occurs first. Any operation beyond this limit voids the warranty in its entirety.

4. Payment Compliance and Suspension of Warranty Obligations

Failure by the Customer to comply with the payment terms agreed in the Contract, including, where applicable, the payment provisions of Champion Door Global General Terms and Conditions of Sale, shall entitle Champion Door to suspend its warranty obligations until such non-compliance has been fully cured.

5. Authorized Installation and Maintenance

This Warranty is valid only if the Products are installed, operated, maintained and serviced strictly in accordance with Champion Door's installation manuals, operating instructions, maintenance programme and other written instructions, and only by Champion Door or a service provider expressly authorized by Champion Door.

The use of non-genuine or non-approved spare parts, and any repair, modification, adjustment, installation, service, welding, drilling, software change or integration of third-party equipment carried out by the Customer or any third party without Champion Door's prior written approval, shall void this Warranty in respect of the affected part, component, function or, where applicable, the affected Product, and shall release Champion Door from any related operational and safety-related liability.

6. Digital Cloud and Cybersecurity Layer

Where Products include digital cloud based remote monitoring or software driven functionalities the Customer is responsible for maintaining a secure IT environment continuous internet connectivity and applying all firmware and software updates provided by Champion Door. Champion Door shall not be liable for any failures damages or cyber incidents originating from the Customer's IT environment networks or data connections.

7. Wear Parts

Components subject to normal wear and tear, abrasion and consumables, and all parts designated by Champion Door's maintenance program or service instructions as routine replacement items, including but not limited to seals, brushes, rollers, guides, springs, belts and steel wires, are excluded from this warranty unless otherwise expressly agreed in writing.

8. Spare Parts

For the purposes of these Warranty Terms, Spare Parts mean parts supplied separately by Champion Door as spare or replacement parts. Spare Parts are warranted only for material and manufacturing defects for a period of twelve (12) months from the date of delivery, unless otherwise agreed in writing.

9. Exclusions

This warranty does not cover:

- improper installation, adjustment or modification
- misuse, abuse, vandalism or negligence
- environmental influences such as corrosion, ice, UV radiation, chemicals or humidity
- exceptional wind loads exceeding the project-specific design wind load, including but not limited to storms, hurricanes, cyclones, tornadoes or other extreme weather events
- fire, explosions and smoke damage
- transportation and shipping damage
- failure to follow installation, operation or maintenance instructions
- damage caused by collisions, impacts or external forces

This warranty does not cover defects or damage caused by force majeure events, including but not limited to natural disasters, acts of God, war, terrorism, civil unrest, strikes,

government actions or any other events beyond Champion Door's reasonable control.

10. Warranty Claims

Any warranty claim must be submitted to Champion Door in writing without undue delay after the defect, damage, malfunction or other condition affecting or potentially affecting the safe operation of the Product has been discovered.

A valid warranty claim must include at minimum:

- description of the defect, the circumstances under which it occurred and the date and time of occurrence
- photographs or other documentation of the defect where reasonably possible
- Product type, model and serial number
- installation site and Customer identification including the Customer contact person responsible for handling the warranty claim
- date of delivery and commissioning

Champion Door reserves the right to request maintenance records and service logs where required for fault diagnosis or verification of warranty eligibility.

Failure to provide such documentation upon request may result in rejection of the claim.

The Customer shall ensure that the Product is duly registered in accordance with Champion Door's registration procedure. Registration is required for warranty administration and traceability, and Champion Door reserves the right to reject warranty claims if the Product has not been duly registered.

11. Remedies

Champion Door shall have the right to inspect the Product or the allegedly defective part prior to any repair or replacement.

Champion Door shall, at its sole discretion, decide whether the defective part shall be repaired, replaced or the claim rejected.

12. Limitation of Liability

Champion Door shall not be liable for any indirect, incidental, special or consequential damages, including but not limited to loss of production, loss of use or loss of profit.

Total liability shall be limited to the net purchase price of the affected Product.

This warranty covers defective parts only and excludes all labor, travel, accommodation, access equipment, permits, security clearances, supervision, commissioning, standby time, removal and reinstallation costs, unless otherwise expressly agreed in writing.

13. No Warranty Reset, Extension or Suspension

Warranty repairs, replacements, part exchanges, inspections, testing, claim handling processes, performance bond requirements, disputes or any warranty claims shall not restart, suspend, interrupt, extend or otherwise modify the original warranty period.

Replacement parts supplied under warranty are covered only until the expiration of the original warranty period of the Product.

14. Structural Integration and Building Interface

The Product is designed and manufactured based on the project-specific input data, dimensions, loads, tolerances and other boundary conditions provided by the Customer. The Product is intended to operate as part of a building structure in accordance with such project-specific design parameters.

Any deformation, settlement, movement or structural change of the Customer's building may affect the Product. The same applies to any opening structure, fixing interface or other structure provided by the Customer or by third parties and to which the Product is attached. Any deviation from the project-specific input data, dimensions, loads, tolerances or boundary conditions provided by the Customer may also affect the Product.

If any such condition restricts, alters or affects the free movement, alignment or load distribution of the Product, this Warranty shall be void to the extent that such condition causes or contributes to damage, malfunction or premature wear of the Product. The same applies if any foreign objects, loads or structures are attached to the Product and such attachment causes or contributes to damage, malfunction or premature wear.

15. Installation Tolerances and Free Movement

The Product shall be installed within the installation tolerances specified by Champion Door.

The installation opening and surrounding structures must be verified by a competent installer prior to installation to comply with such tolerances.

Any misalignment, obstruction or restriction of free movement of the Product caused by installation outside such tolerances, or failure to verify the installation opening prior to installation, voids this warranty to the extent such conditions cause or contribute to damage, malfunction or premature wear of the Product.

16. Mandatory Safety Compliance

All safety-related structures, lifting mechanisms, mullions, clearances, tolerances, movement allowances, protective devices, safety limits, switches, sensors and safety systems form an integral part of the Product and its safe operation.

Any bypassing, disabling, tampering, obstruction, misalignment, or failure to comply with applicable safety regulations and Champion Door's safety instructions shall void this warranty.

17. Backup and Emergency Operation

Where the Product is equipped with manual, electrically assisted manual, hydraulic, emergency or other backup operating systems provided or approved by Champion Door, such systems may be used without affecting this Warranty, provided that they are used strictly in accordance with Champion Door's instructions and all applicable safety requirements.

The use of such backup or emergency operating systems shall not in itself reduce, restrict or void the Warranty.

18. Compliance with Local Safety and Machinery Regulations

The Customer must comply with all applicable machinery, occupational safety, electrical safety and building regulations

19. Storage Standstill and Idle Time

No warranty applies to defects caused by prolonged storage standstill idle periods or environmental exposure.

20. Governing Law and Jurisdiction

These Warranty Terms are governed by the same governing law and jurisdiction as Champion Door Global General Terms and Conditions of Sale 2026.

PART B – EXTENDED WARRANTY

21. Extended Warranty Eligibility

Extended Warranty is a separate commercial service product and forms an integral part of Champion Door's service and maintenance agreement.

The existence of a service or maintenance agreement alone does not automatically activate Extended Warranty unless expressly agreed in writing.

Extended Warranty is available only for Products maintained by Champion Door or a Champion Door authorized service partner under an active service and maintenance agreement.

Registration of the Product is mandatory.

Compliance with Champion Door's maintenance program, service intervals and maintenance documentation is required.

22. Extended Warranty Suspension and Termination

Extended Warranty shall be suspended if maintenance intervals are exceeded, service logs are incomplete, or any payment due under the applicable service and maintenance agreement is overdue. Extended Warranty shall terminate if any unauthorized repair or modification is carried out, any safety-related device or system is bypassed or disabled, or the Product exceeds fifteen thousand (15,000) operating cycles per annum. Operation of a damaged Product shall terminate the Extended Warranty unless such operation is carried out in accordance with Champion Door's instructions regarding backup and emergency operation as set out in these Warranty Terms and the applicable operating instructions.

23. Extended Warranty Scope

Extended Warranty covers material and manufacturing defects only.

24. Extended Warranty Term

Extended Warranty may be extended in twelve-month increments. Extended Warranty is valid only for the specific twelve (12) month term expressly agreed in writing and only provided that all invoices related to the Extended Warranty and associated service and maintenance obligations have been paid in full and on time.