

# DOORWORKS AUSTRALIA PTY LTD

## PRODUCT WARRANTY

### 1. MANUFACTURER'S PRODUCT WARRANTY

Subject to statutory guarantees, the Manufacturer warrants against defects in materials & workmanship from the date of purchase for the periods specified:

#### Roller Door

Domestic/Residential use – 2 years for steel door curtain & associated labour & 1 year for surface coating, locking mechanism, all other components & associated labour (excludes salt corrosion).  
Industrial/Commercial use – 1 year for all components, motors & labour (excludes salt corrosion).

#### Steel Sectional Door

Domestic/Residential use – 2 years for steel door panel & associated labour & 1 year for surface coating, locking mechanism, all other components & associated labour.  
Industrial/Commercial (High usage doors) use– 1 year for all components, motors & labour.  
(Labour not included after 2 years)  
Smooth doors are subject to oil canning. The degree of oil canning may vary and cannot be determined. This is not a warranty issue. Please confirm that the end user is aware of this prior to ordering the door.

#### Cedar/Timber Sectional Door

Domestic/Residential use – 2 years for frame & associated labour & 1 year for cladding material, locking mechanism & all other components & associated labour (excludes salt corrosion).  
Industrial/Commercial use – 1 year for all components, motor & labour.  
Customer supplied cladding is not covered by this warranty.  
All timber doors must be sealed / painted on both sides prior to installation

#### Tilt Door Fittings

Domestic/Residential – 1 year for all components & labour.

#### Automation

Domestic/Residential use - Please refer to motor manual (Labour not included after 2 years)

**Associated labour only applies when installed directly by Doorworks Australia Pty Ltd or subsidiary companies.**

### 2. CLAIM PROCEDURE

To raise a claim under this warranty you must:

- 2.2 Produce a copy of the DWA purchase invoice and;
- 2.3 Provide evidence or return goods to DWA.
- 2.4 Where a product has been sold by DWA, make all warranty claims directly with the manufacturer or;
- 2.5 Where a product has been sold by an approved distributor, make all warranty claims directly with the approved distributor from which you purchased the product.

### 3. DISTRIBUTORS & APPROVED AGENTS

This warranty applies to customers, approved distributors and approved agents who purchase directly from the manufacturer. An approved distributor are those who are approved to resell DWA products, purchasing on an open account for the purpose of supplying DWA products to end users. An approved agent is contracted by DWA for installation purposes.

### 4. WARRANTY TERMS AND CONDITIONS

#### 4.1 Purpose

This warranty applies to the product where it is used, maintained & serviced in accordance with the Manufacturers purpose, and the care and maintenance requirements. Warranties are void if the product is used for any other purpose other than those intended by the Manufacturer.

#### 4.2 Installation by approved agents

The warranty applies to defects or malfunction of the product resulting from faulty installation by an approved agent. Any product installed by a non-approved agent is not covered under this warranty.

#### 4.3 Repair or Replace

This warranty covers repairs in a manner that the Manufacturer considers reasonable including, if necessary, the touch-up of surface coatings. If a replacement is required this decision is at the sole discretion of the Manufacturer.

#### 4.4 Proven Defects

This warranty only applies to the repair or replace of proven defects in materials & workmanship. Proof of defect must be provided in the form a photographic image or by returning the product to the Manufacturer.

#### 4.5 Proof of Purchase Date

Pursuant to clause 2, proof of purchase date is the date shown on the original invoice supplied by the manufacturer. This invoice is required when making a claim.

#### 4.6 Environmental Conditions

This warranty does not cover damage to surface coatings or the base materials of the product or motors caused by the proximity to the seafront or similar corrosive conditions. Any extreme weather conditions are not covered by this warranty. DWA automatic opener products are not covered by product warranties where they have been installed in environments, which allow them to encounter excessive heat, moisture or humidity (e.g. carport applications).

### 5 LIMITS ON LIABILITY

- 5.1 The liability of DWA to the Buyer in relation to the supply of the Product is limited to direct loss or damage to tangible property caused to the Buyer be up to an amount not exceeding the purchase price received by DWA for the Product.
- 5.2 The liability of DWA to the Buyer whether in tort (including negligence), contract, breach of statutory duty, equity or otherwise arising from the relationship between them is excluded to the fullest extent permitted by law.

## 6. SPECIFIC EXCEPTIONS

Without limiting clause 5.1 DWA will not be liable for any loss or damage caused directly or indirectly by;

- 6.1 operating a Product by any device, electronic or otherwise, which was not installed or supplied by DWA;
  - 6.2 any masonry, rendered, or other surfaces cracking or collapsing during or after the installation of the Product;
  - 6.3 any defect or deterioration of timber, including drying out after installation of product;
  - 6.4 any weakening or collapse of the structure to which the Product is affixed occurring at any time after installation;
  - 6.5 Any damage to or deterioration in the condition of the Product occurring after delivery and before installation; or
- 6.6 Any other circumstance or event arising as a direct or indirect consequence or failure to any person to follow installation, use or maintenance instructions as issued by DWA from time to time.

## 7. MODEL MODIFICATIONS

Product warranties do not cover any modifications Made to existing or future models of the product in products sold under these warranties.

## 8. LABOUR & MATERIALS

Pursuant to Clause 1, product warranties cover either the cost of the faulty component (s) & the labour involved in replacing / repairing the faulty component(s), or the component (s) only. Product Warranties do not cover indirect expenses such as, but not limited to, travel expenses.

## 9. ALTERATION TO WARRANTY TERMS

No representative or agent of the Manufacturer has the authority to alter the terms or coverage of this warranty.

Terms:

DWA – Doorworks Australia PTY LTD – 32 Regent Crescent, Moorebank.

# CARE & MAINTENANCE

Garage door kits are supplied with hardware and tracks in purposeful condition that require care and attention. To keep all hardware and tracks in working condition refer to the following for instructions:

1. To lubricate all moving parts DWA recommend using CRC 5-56 or WD40 White Lithium Grease spray and then follow the application guidelines on the product.
2. To clean all tracks we recommend using a dry light brush to remove all corrosive debris i.e. heavy industrial dust or salt from open water sources.
3. DWA products that are used more frequently i.e. constantly opened and closed, should be maintained more regularly.

Recommended timeframe for standard use is once every 6 months, and for more frequent users this should be every 2-3 months.

## SERVICE REQUIREMENTS

**BY A GARAGE INDUSTRY PROFESSIONAL. Doorworks reserves the right 'PLEASE PROVIDE SERVICING RECEIPTS WITH WARRANTY CLAIMS.**

- Domestic/residential use – Servicing every 12 months is required\*
- Commercial use – Servicing every 6 months is required\*
- High usage/Main entry doors – servicing every 3-6 months is required\*

\*Adjustment: If any moving part or tracks require adjustment and the product was installed by a DWA approved agent, contact our office immediately.

## MANUFACTURES PLASTIC PROTECTION LAYER

Garage doors are installed with a protective plastic. Removal of this plastic is to be done within 20 days of installation. Plastic that remains in place after this time, may void warranty of the door.

NB: To remove the plastic Doorworks recommends using a microfiber cloth and eucalyptus oil to remove any excess residue. DO NOT USE sharp objects to remove plastic as damaged and scratching may occur.

## WARNING REGARDING FLOOR SEALERS

Doorworks recommends a breaker seal (barrier strip) in-between the bottom door seal and non-concrete finishes (eg. epoxy resin sealers, paint) as rubber seal may adhere to the epoxy sealant to non-concrete surfaces or paint work.

## COLORBOND® & Aluminum Composite / Opal Doors

Cleaning: Use a soft bristled brush and clean water to clear corrosive contaminants from the steel. Corrosive contaminants include but not limited to salt water deposits and/or deposits from industrial sites.

Frequency: 3 monthly.

Those areas closer to open waters or industrial sites should apply these cleaning products every 1month.

## Cedar/timber Sectional Door

Cleaning: Prior to applying finish product remove any debris from the cedar panels and ensure the doors is completely dry.

Application of stain or paints:

Follow the guideline from your selected coating product and ensure you have coated both sides of each panel. Failing to follow the product application guideline will void the warranty. All cedar material must be coated or sealed prior to installation. Dark stain/paint should be avoided and will void the warranty. If panels are dropped off prior to install for application, the profile and size must be checked prior to application. DWA will not cover the application/ labour cost if panels are incorrect.

Application Frequency: DWA recommends that you follow the manufacturer's guidelines from the selected finish product. If you have received a cedar door already coated you should reapply the same oil coating within 30 days of receiving the door, and every 12 months thereafter.

## Automatic openers:

WARNING – DO NOT APPLY THE SAME CARE AND MAINTENANCE ON ANY SUPPLIED AUTOMATIC OPENERS.

Refer only to the manufacturing manual.