

June 2016

Steel-Line Garage Doors and its associated companies hereafter referred to as the manufacturer hereby warrants:

1. Garage doors (domestic/normal residential single dwelling purposes) to be free from defects in components and workmanship for a period of 24 months from date of original purchase from the manufacturer and where the garage door has been installed by the manufacturer, the warranty on such installation shall be free from defect in workmanship and material for a period of 12 months from date of installation. This warranty does not extend to installation by approved or authorised distributors.
2. Garage doors (commercial/multi-residential applications including light industrial doors plus roller shutters and aluminium type doors) to be free from defects in components and workmanship for a period of 12 months from date of original purchase from the manufacturer and where the garage door has been installed by the manufacturer, the warranty on such installation shall be free from defect in workmanship and material for a period of 3 months from date of installation. This warranty does not extend to installation by approved or authorised distributors.
3. Garage doors (domestic/commercial) to be covered by a 12 month surface coating warranty from date of installation. With the exception that:
 - 3.1. While Colorbond® doors are long lasting, hardwearing, peel, flake and chip resistant, under normal conditions this warranty does not extend to inherent defects in steel or other material used in the manufacture or to the Colorbond® process applied. The company will, however, procure and assign to the customer the benefit of the warranty of the manufacturer BlueScope®.
 - 3.2. From the date of original purchase, providing that the installation was correctly performed and the appropriate care and services have been performed by the purchaser, the manufacturers' obligations under the warranty are limited to rectify any such defect in material and workmanship in a manner that is considered reasonable by the manufacturer and including if required, the use of touch up paint to the surface coat.
 - 3.3. The DecoWood® timber look doors will be covered by a 3 year warranty on the surface coating subject to clause 11.6.
 - 3.4. In the case of natural timber clad doors due to the nature of timber no warranty will apply to:
 - 3.4.1. The timber component if it has been adversely affected by weathering.
 - 3.4.2. Variations in colour, appearance or grain patterns of the natural timber doors.
4. Where the garage door Opener has been installed by the manufacturer, the warranty on such installations shall be free from defect in workmanship and material for a period of 12 months from date of installation. This warranty does not extend to installation by approved or authorised distributors.
 - 4.1. Refer to the Door Openers Installation and Operating Instructions for the Openers Manufacturer's warranty provisions.
5. Where a garage door Opener has been returned to the manufacturer, all costs incurred in the return will be paid for by the purchaser. If in the opinion of the manufacturer the product is found to be faulty, all defective parts will be replaced at no cost to the purchaser.
 - 5.1. Where a defect is found in an Opener which has been installed by the manufacturer, the purchaser shall notify the manufacturer and the manufacturer shall make arrangements to inspect the said operator. If the Opener has been installed by an approved or authorised distributor it is their responsibility to inspect the said Opener and report to the manufacturer.
 - 5.2. The manufacturer retains the option to repair or replace any Opener found to be faulty.
 - 5.3. If during an on-site inspection the fault is rectified by an adjustment that comes under the responsibility of the purchaser to have the product serviced on a regular basis, a service fee will be charged.
 - 5.4. Any costs incurred or associated for the repair or otherwise through a third party will be the sole responsibility of the purchaser.
6. Proof of purchase and/or proof of date of installation must be given to the manufacturer at time of warranty claim.
7. Clear access must be provided to drum, operator, track and lifting equipment to enable our representatives to conduct service and/or warranty work.
8. Any claim for a damaged panel or curtain must be made within 7 days of supply, or installation by the manufacturer. The manufacturer retains the option to repair or replace any damaged panel or curtain on-site after inspection that is not within industry agreed standards as per the Australian Garage Door Association Guide of Visual Inspection.
9. The manufacturer reserves the right to modify any existing or future products without incurring any obligation to incorporate such modification to product already manufactured or to which this warranty may relate.
10. The manufacturer reserves the right to touch up on site Colorbond® and or pre-painted surfaces on its range of garage doors but no responsibility will be taken for the possibility of any paint rubs, scuffing etc on the internal wash coat finish or external painted surface.
11. This warranty does not apply to any defect, loss or damage arising or caused directly or indirectly by or as a result of:
 - 11.1. Any masonry rendered or other surfaces cracking or collapsing during installation of the door.
 - 11.2. Any defect or deterioration of timber including drying out after installation.
 - 11.3. Any weakening or collapse of the structure to which the doors are affixed occurring any time after installation.
 - 11.4. Any damage to or deterioration in the condition of the doors occurring after delivery and prior to installation.
 - 11.5. Any defect (including defects in component parts or accessories) arising from or attributable to the failure to carry out normal preventive maintenance or adjustment as recommended by the manufacturer.
 - 11.6. To any additional defect damage or deterioration arising from or attributable to the operation of the door after it is known to be defective.
 - 11.7. To any door being installed within 800 metres of the sea or other body of water of equivalent or greater salt concentration or in an area subject to industrial fall out or the use of incorrect cleaning material (acid wash or similar) on the door or adjacent area.
12. Exclusions to warranty period:
 - 12.1. Key & barrel - 1 year warranty
 - 12.2. Spring tensions - 3 months warranty
 - 12.3. Repair or warranty work - 3 months warranty and only applies to the work carried out.
13. Not included in warranty (garage door Openers):
 - 13.1. Batteries
 - 13.2. Fuses
 - 13.3. Globes
 - 13.4. Sensitivity and Limit Switch adjustment
 - 13.5. Transmitter and receiver range
 - 13.6. Misuse of product
14. Note: All warranties will be voided subject to:
 - 14.1. Water damage and condensation.
 - 14.2. Power supply black out or surge.
 - 14.3. Door blowing in, storm damage or any act beyond the manufacturer's reasonable control.
 - 14.4. Modification or adjustment of the product and/or by an unauthorised person.
 - 14.5. Any interference from radio (including citizen band radios) or any other electronic device.
 - 14.6. Account not paid in full by the purchaser.
 - 14.7. No preventative maintenance, regular servicing and/or cleaning has been undertaken as recommended by the manufacturer.
15. Subject only to the provisions of the Trade Practices Act and any legislation of the state or territory wherein the doors of the company shall have been sold or installed (which may confer certain rights on consumers of goods and those rights by such legislation may be rendered incapable of exclusion) this warranty supersedes and excludes all representations, warranties and conditions whether expressed or implied by law and the company shall have no liability or otherwise that herein provided for any loss and damage (including consequential loss and damage, loss of use or profits) by reasons of delay, defective or faulty materials or workmanship, negligence or any act, matter or thing done permitted or omitted to be done by the company.