

## **INFORMATION REGARDING YOUR WARRANTY**

**Congratulations!** You are the new owner of a quality garage door and/or motor, installed by 'us' (Garage Door Industries). Your door comes with two warranties: an installation warranty (1 year) and a manufacturer's warranty (5 years).

To keep your garage door in optimal condition and to maintain your door and/or motor warranties, a professional service conducted by 'us' (Garage Door Industries) is required every 12 months from the installation date. A poorly maintained door can cause property damage and result in serious or fatal injury. Failure to properly maintain your garage door may void your warranty.

Please call us on (08) 9371 1331 to book your service. (charge will be going rate at time of service)

### **Installation Warranty (1 year from Installation date)**

- **Installation defects:** This covers defects resulting from the garage door installation and is valid for one year after installation.
- **Service or repair defects:** This covers defects resulting from maintenance or repair work done by a GDI technician and is valid for 30 days following the installation date.
- **Garage door part defects:** Service and repair parts supplied by us are warranted against defects for 90 days, starting from the installation date.

All warranty claims for cosmetic defects (scratches, dents, or imperfections) must be received within 5 days from installation and accompanied by relevant photos. Photos must be taken within 48 hours from the installation date.

This warranty does not cover doors installed within 800m of the coast, normal wear and tear, or damage resulting from improper use, modifications, paint applied by the customer, or corrosive airborne substances.

### **Manufacturer's Warranty (5 years from installation date)**

This warranty does not cover damage caused by abuse, accidents, misuse of the product, or failure to provide general maintenance. Damage caused by acts of nature such as wind, hail, flood, or fire is also not covered.

Coding and programming of openers are not covered. It is the customer's responsibility to read the manual, or a service fee (at the going rate) will be charged for us to attend.

The warranty for remotes is 3 months and is subject to visual inspection by us (staff member). Remotes that are dropped, cracked, or affected by sun or water damage are not covered. Neither are batteries.

Industrial roller doors come with a 1-year warranty.

**For further terms and conditions, please refer to the manufacturer's manual. Alternatively, please select the link below:**

[Merlin Warranty Information](#)

[Sprint Warranty Information](#)