B&D PRODUCT WARRANTIES – EFFECTIVE 1ST MARCH 2022

This warranty is given by B&D Australia Pty Ltd (ABN 25 010 473 971), 6-8 Fiveways Boulevard, Keysborough, VIC 3173, Ph: 13 62 63, enquiries@bnd.com.au.

1. WHEN DOES THIS WARRANTY APPLY?

This warranty is only available in Australia and;

(a) applies only when;
  (i) the products are purchased and installed by B&D or a B&D Dealership.
  (ii) the purchase and warranty is registered online at bnd.com.au within 6 months of installation;
  (iii) the preventative servicing is maintained - as described in section 4 (a).

(b) to the maximum extent permitted by law and provided the conditions in paragraph (a) are met, supersedes all other warranties, including any previous warranties you may have been issued.

2. WHAT DO WE WARRANT?

B&D will replace (at B&D's option and in a manner B&D Considers reasonable) the parts covered by this warranty which fail to operate in accordance with its installation and operation manual for a period of;

MODEL	WARRANTY	SPRINGS*
SECTIONAL (All components and labour excl. springs and lifting cables)		
Designer Door (in residential use)	10 years	20,000 cycles
Panelift Icon™	5 years	20,000 cycles
Panelift™	3 years	10,000 cycles
StormShield™	3 years	20,000 cycles
Flex-A-Door	1 year	20,000 cycles
EXTRAS		
Mechanical and Eletronic Lock Mechanism	1 year	
Surface coatings (other than the appearance or grain of the timber finish for B&D timber look doors)	1 year	
ROLLING (Steel Curtain - Cracking and lock seam failure)		
Roll-A-Door®	7 years	
Rollmasta®	3 years	
EXTRAS		
Lock Mechanism	1 year	
All Other Components	1 year	
INDUSTRIAL / COMMERCIAL		
Shutters / Roller	1 year	

* 30,000 High cycle spring option only available with Designer Door and Panelift Icon™

PLEASE NOTE: This warranty:

(a) is in addition to any statutory, non-excludable guarantees or warranty rights and remedies under the law. See section 6 below.

(b) applies to the original purchaser only and may not be transferred.

(c) is subject to.
  (i) the warranty conditions and exclusions as set out in sections 4 and 5.
  (ii) you, complying with the manufacturers instructions concerning installation, operation , maintenance and testing, as set out in the installation and operations instruction manual;

In this warranty, 'B&D Dealership' means an approved dealership of B&D products, who purchased the products from B&D, for resale to end users. Where as B&D Representative means an entity authorised by B&D to service B&D doors and / or openers.
Please check the B&D Website for details at bnd.com.au.

3. MAKING A CLAIM

The following steps must be followed to make a claim under this warranty. To be entitled to claim under this warranty, the defect in the product must appear within the time frames stated in the table above.

(a) The product parts in the above table should operate in accordance with the product manual for the time period shown or for the number of cycles, whichever occurs first; provided you comply with the manufacturer's instructions concerning installation, operation and maintenance. Failure to do so may void all or part of this warranty.

(b) Contact the B&D Dealership from whom you purchased the product to make your claim (if you purchased it directly from B&D, call B&D technical support on 1300 769 850 or in writing to B&D warranties, 6-8 Fiveways Boulevard, Keysborough, VIC 3173

(c) If you are unsure from whom your made your purchase, send your claim to B&D and we will forward it to the B&D Dealership.

(d) You are responsible for the cost of making a claim under this warranty. Any additional access expenses incurred by B&D or a B&D Dealership where the Product is not readily accessible must be borne by you.

(e) You will need to provide proof of purchase, the door model name, the date of installation, the name of the B&D Dealership you purchased the product from (if not from B&D direct), evidence of ongoing preventative servicing; and

(f) Following a claim made in accordance with this warranty, if B&D or B&D's Dealership confirms the product failure is covered by this Warranty, B&D or B&D Representative will replace parts and install at no cost to you.

4. WARRANTY CONDITIONS

It is a condition of this warranty that:

(a) the door having been serviced by B&D or a B&D Representative within 12 months of installation (to allow for new doors to settle) and at least once every 2 years thereafter.

(b) this warranty will only apply to the original purchaser only and may not be transferred.

(c) when the product is sold by any person other than B&D, except for the warranty set out above, such person has no authority from B&D to give any warranty or guarantee on B&D's behalf in addition to the warranty set out above and

(d) it will not be extended for products or parts replaced under this warranty.

5. WARRANTY EXCLUSIONS

This warranty excludes defects or improper operation resulting from:

(a) higher than normal frequency of use, which may lead to excessive wear and tear; springs will need to be adjusted or replaced and the cost must be borne by you if the cycles exceed those shown in the table or preventative servicing is not maintained;

(b) accidental, deliberate or negligent damage, damage from impact or damage cause by insects, dirt, plants or other objects;

(c) events or acts beyond the reasonable control of B&D including theft, fire, flood, rain, water, lightning, storms or any other acts of God;

(d) water damage, salt or other corrosion due to environmental conditions;

(e) the product not being installed, configured or used in accordance with the instruction manual or other unreasonable use, or failure to observe any instructions or directions provided with the product;

(f) manual locks not being removed from the door prior to installation of an opener. Any damage as a result of the manual lock will void this warranty for both door and opener;

(g) the product being fitted with any closing device which is not of the type or condition defined in the Instruction Manual as suitable for installation of the product;

(h) for B&D Frame Only Doors:
  (i) the warranty does not cover the customer's door cladding material; and
  (ii) the warranty will be null and void if the Product Guidelines are not followed.

(i) faulty installation of the product by a third party;

(j) lack of proper maintenance, service or care of the product or servicing by a person not appropriately qualified to do so;

(k) unauthorised modifications or modification to bring a product into line with existing/ future product performance and models;

(l) installation of a residential garage door opener in a commercial or industrial premises or in a dwelling other than a single-family dwelling.

6. STATUTORY GUARANTEES OR WARRANTIES IN AUSTRALIA

If you are a consumer under the Australian Consumer Law, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty and other statements contained in B&D documentation about these products do not exclude, restrict or modify the application of all or any of the provisions of the Australian Consumer Law. This warranty is in addition to your other rights and remedies under the Australian Consumer Law.

Subject to your non-excludable rights under the Australian Consumer Law, B&D expressly excludes any liability for consequential loss, incidental or indirect damages (including but not limited to damages for loss of business profits, business interruption and loss of business information) due to a defective product. In particular, any loss or damage caused to other equipment or accessories used with the product or any loss resulting from a delay in replacement is excluded to the extent permitted by law.

Owners Handbook

- Product Warranty
- Service Book

IMPORTANT
KEEP IN A SAFE PLACE

Record your Serial and Key No. here for future reference

For general enquiries and information visit bnd.com.au or call us on 13 62 63

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Copyright 2020 B&D Australia Pty Ltd.
COLORBOND® is a registered trademark of Bluescope Steel.

P/N 7259
DOC# 165102_08

WARRANTY CERTIFICATE

YOUR NAME: Antonios Dimitriadis	PURCHASED FROM: All Doors NSW PTY LTD
ADDRESS: 27 Black St Marrickville NSW 2204	INVOICE NO: 22920
PHONE: 0418 881 014	INSTALLED BY: Craig Stammers
EMAIL: angela_dimitriadis@hotmail.com	INSTALLATION DATE: 30.11.23
	B&D DOOR SALES NO: 1950469 (found on a sticker to the side of the door)

Please retain this completed warranty form along with your invoice as proof of purchase to validate your claim.

B&D SERVICE BOOK

Preventative servicing of your garage door and opener, is just as important as servicing your car. Much like the engine of your car, your garage door is made up of numerous moving parts designed to lift and lower your door safely and efficiently.

Ongoing preventative servicing ensures that your door continues to function within factory specifications, greatly reduces the risk of failure and repair bills down the track and ensures you maintain your Warranty.

TECHNICIAN CHECKLIST

1. Lubrication of the critical moving parts including chain drive, guide tracks, hinges, wheels or cable drums.
2. Tightening of door mounting points along with door bolts, screws, cables and connectors.
3. Adjustment of spring tension to limit 'spring fatigue'.
4. Assessment of the door alignment and the diagnosis of irregular operation remedies. Residential doors: check the force required to manually open and to manually close the door by hand does not exceed 20kg. If the door has a automatic opener, put into manual mode before testing the door.
5. Check the electronic lock, if fitted. Ensure the bolt aligns with the striker plate for smooth operation.
6. Check the manual lock, if fitted. If the key becomes stiff, a spray lubricant such as RP7 is recommended. Do not grease the lock.
7. Record Cycle count at each service to establish next service (as per table)

	SERVICE 1 (12 months after installation or 3,000 cycles)		SERVICE 2 (3 years after installation)		SERVICE 3 (5 years after installation)	
DATE:						
BUSINESS NAME:						
TECHNICIAN NAME:						
CHECK	**DETAILS**		**DETAILS**		**DETAILS**	
LUBRICATION						
MOUNTING POINTS						
SPRING ADJUSTMENT	YES	NO	YES	NO	YES	NO
DOOR ALIGNMENT						
LOCK FUNCTION	ELECTRONIC	MANUAL	ELECTRONIC	MANUAL	ELECTRONIC	MANUAL
PG3 WARRANTY CYCLES						
FIRMWARE UPDATE AVAILABLE? IF 'YES' PLEASE UPDATE.	YES	NO	YES	NO	YES	NO
NEXT SERVICE						
TECHNICAL SIGNATURE:						

	SERVICE 4 (7 years after installation)		SERVICE 5 (9 years after installation)	
DATE:				
BUSINESS NAME:				
TECHNICIAN NAME:				
CHECK	**DETAILS**		**DETAILS**	
LUBRICATION				
MOUNTING POINTS				
SPRING ADJUSTMENT	YES	NO	YES	NO
DOOR ALIGNMENT				
LOCK FUNCTION	ELECTRONIC	MANUAL	ELECTRONIC	MANUAL
PG3 WARRANTY CYCLES				
FIRMWARE UPDATE AVAILABLE? IF 'YES' PLEASE UPDATE.	YES	NO	YES	NO
NEXT SERVICE				
TECHNICAL SIGNATURE:				