

Warranty Statement

SCHEDULE OF MANUFACTURER'S WARRANTY PERIOD

Gliderol Sectional Doors – Insul Glide – Safe T Glide

Gliderol Automation – Glidermatic – Rol A Matic – IGDU Industrial – Glide A Tube

• **Domestic/Residential use** – 10 years corrosion free on door panel excludes paint surface rubbing or fading.

1 year on the lock and face plate, spring, bottom roller, weatherseal and polyglide, if fitted by an authorised Gliderol Distributor or Gliderol Technician. 3 month warranty on spring tension.

• **Industrial/Commercial use** – 1 year on the lock and face plate, spring, bottom roller, weatherseal and polyglide if fitted by an authorised Gliderol Distributor or Gliderol Technician. 3 month warranty on spring tension.

The manufacturer strongly recommends that all Gliderol products be serviced by an authorised Gliderol Distributor or Gliderol Technician every 24 months to ensure longevity of the product's life. Failure to do this may result in any warranty being invalid.

Warranties of 2 years electrical, 5 years tubular motors, 6 years mechanical and 10 years paint finish apply to all Gliderol doors.

Garage doors should be inspected upon installation and viewed in natural daylight (not direct sunlight) from a standard distance of 3 metres to view their overall appearance. From this distance the door panel should appear free from visible marks or distortion, stains, blemishes, indentations or scuffs. If any marks are only visible within 3 metres they will not be considered under warranty.

We strongly recommend that all Gliderol garage doors be serviced by an authorised Gliderol distributor or Gliderol technician every 2 years to ensure longevity of product life, and that Gliderol door operators be serviced every 2 years.

Gliderol Glidermatic GRD Heavy Duty & Dual Roller Door Operator

Domestic / Residential use – 2 year parts only warranty on drive unit & motor, 2 years on electronics, limit switches, labour & workmanship. (Excludes batteries, fuses & lights globes, which have no warranty).

Industrial/Commercial use – not suitable for these applications therefore no warranty.

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

The manufacturer strongly recommends that the Gliderol Glidermatic Heavy Duty & Dual Roller Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 2 years to ensure longevity of the products life.

Gliderol Glidermatic GRD Industrial Door Operator

Industrial / Commercial use – 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses & lights globes, which have no warranty).

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

The manufacturer strongly recommends that the Gliderol Industrial GRD Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 2 years to ensure longevity of the products life.

Gliderol Rollamatic Door Operator

Domestic / Residential use – 2 year parts only warranty on drive unit & motor, 1 year on electronics, limit switches, labour & workmanship. (Excludes batteries, fuses & lights globes, which have no warranty).

1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

The manufacturer strongly recommends that the Gliderol Rollamatic Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 2 years to ensure longevity of the products life.

Gliderol Panelglide Sectional Overhead Door

2 years on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician.

3 months on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

3 months warranty on spring tension.

The manufacturer strongly recommends that the Gliderol Panelglide Sectional Overhead Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 2 years to ensure longevity of the products life.

Gliderol NGTS Optima Sectional Overhead Door Operator

Domestic / Residential use –

NGTS & GTS - 2 years on motor only. 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses & lights globes, which have no warranty).

GTS Optima - 2 years on motor only. 2 years on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses & lights globes, which have no warranty).

1 year on parts only on GTS 2000, GTS and GTS Optima, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

The manufacturer strongly recommends that the Gliderol GTS 2000, GTS & GTS Optima Sectional Overhead Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 2 years to ensure longevity of the products life.

PRODUCT WARRANTY CONDITIONS

Warranty Conditions

1. Subject to the undermentioned specific limitations and exceptions, the Manufacturer warrants all new doors, motors and electronic components of its manufacture to be free from defect in workmanship under normal use and service and further warrants all installation carried out by the Manufacturer or by its nominated installers to be free from defects and workmanship its obligations hereunder being limited to making good any such defect PROVIDED THAT notice of any claimed defect in material workmanship in or resulting from installation of any door shall have been given to the Manufacturer within the period from date of installation as prescribed in the schedule hereto.

2. This warranty does not apply to any defect, loss or damage arising or caused directly or indirectly by or as a result of:-

(i) Any masonry rendered or other surfaces cracking or collapsing during installation of the door

(ii) Any defect or deterioration of timber including drying out after installation

(iii) Any weakening or collapse of the structure to which the doors are affixed occurring any time after installation

(iv) Any damage to or deterioration in the condition of the doors occurring in transit by customer nominated or appointed carrier or occurring after delivery and prior to installation

(v) Any defect (including defects in component parts or accessories) rising from or attributable to the failure to carry out normal preventive maintenance or adjustment

(vi) To any additional defect damage or deterioration arising from or attributable to the operation of the door after it is known to be defective

(vii) Any door being installed in areas subject to high moisture or salt atmosphere (e.g. Coastal Regions - within 2 miles of the sea) or in an area subject to industrial fall out

(viii) Any fault or surge in customer's electricity supply

(ix) The door striking an immovable object during travel

3. Items excluded from Warranty:

(i) Batteries

(ii) Fuses

(iii) Globes

(iv) Sensitivity adjustments

4. While Gliderol doors are long lasting and hard wearing under normal conditions this warranty does not extend to inherent defects in steel or other material used in the manufacture. The Manufacturer will however, procure and assign to the customer the benefit of the warranty of the manufacturer of the steel or other material.

5. If Manufacturer has at request of customer procured painting, powder coating or other surface application to its product this warranty does not extend to such painting, powder-coating or other surface application. For this purpose Manufacturer at all times acts as agent of customer. Manufacturer may as a service to the customer but without any legal obligation to do so, assist customer to obtain redress in respect of any defect.

6. The manufacturer reserves the right to touch up on site the paint finish 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.

7. Proof of purchase MUST be provided to the manufacturer at time of Warranty claim.

CONDITIONS OF SALE AND INSTALLATION

1. Manufacture of Gliderol Doors will not commence until accurate site measurements are available and can be checked.
2. Where Gliderol Doors are made to suit floor levels, lintel heights or opening sizes guaranteed by the customer, any departure from the given sizes will be the responsibility of the customer as will any costs involved in alteration of made-up Gliderol Doors.
3. Any delivery, and/or installation dates given are approximate only and the Manufacturer accepts no liability for delay from any cause whatsoever. If by any reason or Act of God, war, government or semi-government enactment. Regulation or restriction, lock-out, strike, industrial dispute, fire, tempest, flood, failure or inability to obtain licenses, transport or materials or any other cause beyond the Manufacturer's control delivery or installation is delayed the Manufacturer may extend the time of delivery or installation or if the Manufacturer is unable to deliver or install, the contract shall be voidable at the Manufacturer's option with no right to either party for damage, loss, cost or expense.
4. If these conditions of sale (which shall only be varied, modified or rescinded by written agreement executed by the Manufacturer) shall differ in any respect from the customer's acceptance or confirmation then these conditions shall prevail.
5. Any claim for damaged product must be made within 7 days of installation or delivery.
6. The Manufacturer may carry out installation or may nominate an accredited Installer Contractor to carry out the work. Installation is then a matter of separate contract with the Installer whose particulars are either provided in this Quotation or will be provided upon confirmation by the customer. The Manufacturer has taken all reasonable care to ensure that any Installer Contractor nominated is competent, experienced and skilled in the installation of the Manufacturer's doors. The Manufacturer will at all times use its influence to ensure any installation complaint is dealt with promptly and resolved to the reasonable satisfaction of the customer. The customer's attention is also directed to the terms of the warranty above.
7. Installation by Gliderol covers only the installation of the door and not, unless specifically stated, any rectification of existing out-of-square openings or removal of old doors and fittings or electricity or gas fittings or the like. Installation by Gliderol does not include the removal or taking away of any old doors from the property or of disposing of such doors.
8. Whilst reasonable care will be taken while drilling and fixing, the Manufacturer and its Installers will not be responsible for the failure, from any cause whatsoever, of any masonry or rendered surfaces while drilling or fixing by cracking or collapsing.

DISTRIBUTOR WARRANTY

The warranties herein outlined are to be read and acknowledged in conjunction with the published documents

- Manufacturers Product Warranties Statement
- Product Warranty Conditions
- Conditions of Sale and Installation

In the event that during the time of installation the Distributor believes that a product fault exists – the Distributor must contact Gliderol before proceeding further with the installation work. Gliderol will discuss the nature of the complaint. This will not represent an admission of liability on the part of Gliderol.

Gliderol will not reimburse the distributor for any work that the Distributor performs toward rectification of a problem or fault – that has not been duly discussed with Gliderol and approved with a service sheet issued.

In the event that a Distributor wishes to return goods that are faulty or incorrectly made – the goods must be received and identified with a duly completed Warranty Returns Form. The WRF must be completed with all relevant serial numbers and the nature of the cause or fault prompting the return. In order for the Distributor to claim any credit relating to this return – the WRF must be referred to in the credit claim.

The Distributor shall remain liable for the labour and call out costs incurred in order to rectify any fault condition that may arise with the product for the first attendance within the stated Warranty period.

Should any subsequent fault condition be found to exist – the Distributor shall report this to Gliderol where upon Gliderol shall undertake to arrange for an approved Gliderol technician to attend the site or issue an order to the Distributor for the work required.

Gliderol will upon formal request attend and inspect any site that the Distributor wishes to refer Gliderol to within a reasonable timeframe. This request needs to be made in writing with full details provided together with a brief explanation of the problem. If upon inspection Gliderol deem the fault to be installation related – Gliderol shall contact the Distributor to receive a purchase order to rectify the fault found.