

INSULATED GARAGE DOORS (IGD) PRODUCT WARRANTY

Commencement 1ST JANUARY 2012

1. WHEN DOES THIS WARRANTY APPLY?

This warranty is only available in Western Australia and;

(a) applies only when;

- (i) the products are purchased and installed by IGD or a IGD Dealership.
- (ii) the purchase and warranty is registered online at Insulated Garage Doors.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?

Insulated Garage Doors in residential use	5 years
Insulated Garage Doors Springs in residential use	20,000 cycles
Colourbond Sectional Doors in residential use	3 years
Colourbond Sectional Doors Springs in residential use	20,000 cycles
EXTRAS	
Mechanical and Electronic Lock Mechanism	1 year
Surface coatings (other than the appearance or grain of the timber finish for IGD timber look doors)	1 year
Roller Doors (Curtain - lock seam failure)	
Roller Doors	5 years
All Other Components	1 year

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

* 20,000 Cycles

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 manufacturer's instructions concerning installation, operation, maintenance and testing, as set out in the installation and operations instruction manual; In this warranty, IGD Dealership' means an approved dealership of IGD products, who purchased the products from IGD, for resale to end users.

Whereas IGD Representative means an entity authorised by IGD to service IGD doors and / or openers.

Please check the IGD Website for details at www.insulatedgaragedoors.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 IGD office from whom you purchased the product to make your claim (if you purchased it directly from IGD, call IGD technical support on 0417 095 931 or by email to IGD; sales@insulatedgaragedoors.com.au

SECTIONAL Doors (All components and labour excl. springs and lifting cables)

(c) Send your claim to IGD.

(d) You are responsible for the cost of making a claim under this warranty. Any additional access expenses incurred by IGD or an IGD 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 IGD Dealership you purchased the product from (if not from IGD direct), evidence of ongoing preventative servicing; and

(f) Following a claim made in accordance with this warranty, if IGD or IGD's Dealership confirms the product failure is covered by this Warranty, IGD or IGD 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 IGD or a IGD 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 IGD, except for the warranty set out above, such person has no authority from IGD to give any warranty or guarantee on IGD'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 IGD 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 IGD Negative Detail Doors:

(i) the warranty does not cover the customer's door cladding material.

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

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

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

(m) 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 IGD 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, IGD 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.

