

# GARADOR PRODUCT WARRANTIES – EFFECTIVE 1<sup>ST</sup> AUGUST 2020

This warranty is given by B&D Doors (NZ) Limited (1178610), 46 Braeburn Drive, Hornby, Christchurch, New Zealand +64 3 384 5145, info@garador.co.nz.


## 1. WHEN DOES THIS WARRANTY APPLY?

This warranty is only available in New Zealand in respect of Garador products referred to in the below table and:

- (a) applies only when:
  - (i) the products are purchased and installed by Garador or a Garador Dealership.
  - (ii) the purchase and warranty is registered online at [Garador.co.nz/warranty](http://Garador.co.nz/warranty) within 6 months of installation; and
  - (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?

Garador will replace an opener covered by this warranty which fails to operate in accordance with its installation and operation manual for a period of:

 It is a condition of the below warranties that the manual operating (opening and closing) force of the door by hand does not exceed 20kg.		
MODEL	WARRANTY	DOOR (MAX)
<b>SECTIONAL</b>		
Genius GTS-3	7 yrs / 20,000 cycles	236kg
Precision GTS-2	7 yrs / 20,000 cycles	236kg
Focus GTS-1	5 yrs / 10,000 cycles	140kg
<b>ROLLING</b>		
Reflex RDO-1v4	7 yrs / 20,000 cycles	110kg
<b>EXTRAS</b>		
TRACK ASSEMBLY (includes all parts)	1 year	
TRANSMITTERS & ACCESSORIES	1 year	

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 Garador products, who purchased the products from B&D, for resale to end users. Where as Garador Representative means an entity authorised by B&D to service Garador doors and / or openers. Please check the Garador Website for details at [Garador.co.nz](http://Garador.co.nz).

NOTE: CONSUMABLES (eg Batteries in remote control transmitters and light bulbs and fuses) are not covered by this warranty.

## 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, maintenance and testing. Failure to do so may void all or part of this warranty.
- (b) If, during the relevant warranty period, a product part in the table above appears to contain a defect, call the retailer from whom you purchased the product, or Garador on 0800 366 462, and they will instruct you what to do next
- (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 opener model name, the date of installation, the name of the B&D Dealership you purchased the product from (if not from Garador direct), evidence of ongoing preventative servicing; and
- (f) Following a claim made in accordance with this warranty, if Garador or Garador's Dealership confirms the product failure is covered by this warranty, Garador or Garador Representative will replace and install the opener at no cost to you.

## 4. WARRANTY CONDITIONS

It is a condition of this warranty that:

- (a) the door and opener have been serviced by B&D or a Garador Representative within 12 months of installation (to allow for new doors to settle) or 3,000 cycles, whichever occurs first 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;
- (b) accidental, deliberate or negligent damage or damage cause by insects, dirt, plants or other objects;
- (c) blown fuses, electrical surges, power surges or power spikes or faulty or unsuitable electrical wiring of structures to which the product is affixed;
- (d) maximum continuous operating time exceeding 1 minute in 10 minutes;
- (e) the manual operating (opening and closing) force of the door by hand exceeding 20kg;
- (f) door weight exceeding the recommended weight listed in table above;
- (g) the door used with the opener not being in safe working order and condition;
- (h) radio or electrical interference or lack of availability of signal;
- (i) events or acts beyond the reasonable control of B&D including theft, fire, flood, rain, water, lightning, storms or any other acts of God;
- (j) water damage, salt or other corrosion due to environmental conditions;
- (k) 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;
- (l) 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;
- (m) 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;
- (n) faulty installation of the product by a third party;
- (o) lack of proper maintenance, service or care of the product or servicing by a person not appropriately qualified to do so;
- (p) unauthorised modifications or modification to bring a product into line with existing/ future product performance and models;
- (q) 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 NEW ZEALAND

If you are a consumer under the Consumer Guarantees Act 1993 (NZ) (the 'Act'), our goods come with guarantees that cannot be excluded under the Act. This warranty and other statements contained in Garador documentation about these products do not exclude, restrict or modify the application of all or any of the provisions of the Act which cannot be excluded, restricted or modified. This warranty is in addition to your other rights and remedies under the Act.

Subject to your non-excludable rights under the Act, 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.



# Garador Owners Opener Handbook

- Product Warranty
- Service Book

**IMPORTANT**  
KEEP IN A SAFE PLACE

For general enquiries and information  
visit [Garador.co.nz](http://Garador.co.nz) or call us on 0800 366 462

Record your Serial No. here for future reference

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COLORSTEEL® is a registered trademark of NZ Steel.

P/N# TBA  
DOC# 1610744\_00

# WARRANTY CERTIFICATE

<b>YOUR NAME:</b>
<b>ADDRESS:</b>
<b>PHONE:</b>
<b>EMAIL:</b>

<b>PURCHASED FROM:</b>
<b>INVOICE NO:</b>
<b>INSTALLED BY:</b>
<b>INSTALLATION DATE:</b>
<b>Garador OPENER MODEL: (located on opener casing)</b>

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

## GARADOR 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, tracks, wheels or cable drum.
2. Tightening of door mounting points along with door bolts, screws, cables and connectors.
3. Adjustment of spring tension to limit 'spring fatigue'.
4. Adjustment of opener travel limits and force margin to ensure the door opens and closes to specification.
5. Assessment and adjustment of safety components and accessories including safety beams and Auto-Lock (if installed).
6. Assessment of the door alignment and the diagnosis of irregular operation remedies.
7. Record Cycle count at each service to establish next date of 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)	
<b>DATE:</b>						
<b>BUSINESS NAME:</b>						
<b>TECHNICIAN NAME:</b>						
<b>PG3 COUNTERS</b>	<b>OPEN</b>	<b>CLOSE</b>	<b>OPEN</b>	<b>CLOSE</b>	<b>OPEN</b>	<b>CLOSE</b>
STALLS						
OBSTRUCTIONS						
SENSOR FAULTS						
OVERLOADS / CUT-OUTS						
WARRANTY CYCLES						
FIRMWARE UPDATE AVAILABLE? IF 'YES' PLEASE UPDATE FIRMWARE	YES	NO	YES	NO	YES	NO
CURRENT FORCE MARGIN						
<b>TECHNICAL SIGNATURE:</b>						

	SERVICE 4 (7 years after installation)		SERVICE 5 (9 years after installation)	
<b>DATE:</b>				
<b>BUSINESS NAME:</b>				
<b>TECHNICIAN NAME:</b>				
<b>PG3 COUNTERS</b>	<b>OPEN</b>	<b>CLOSE</b>	<b>OPEN</b>	<b>CLOSE</b>
STALLS				
OBSTRUCTIONS				
SENSOR FAULTS				
OVERLOADS / CUT-OUTS				
WARRANTY CYCLES				
FIRMWARE UPDATE AVAILABLE? IF 'YES' PLEASE UPDATE FIRMWARE	YES	NO	YES	NO
CURRENT FORCE MARGIN				
<b>TECHNICAL SIGNATURE:</b>				