

## ROLLER DOOR & SECTIONAL DOOR WARRANTY – effective August 2011

### The Warranty

Airport Doors warrants that it will for the period of the warranty in its sole discretion either repair or replace the proven defective product in a manner Airport Doors considers reasonable (including where necessary the use of touch-up paint) subject to the Conditions of the Warranty set out below.

### Period of Warranty

Airport Doors warrants your new product for a period of 12 months from the date of purchase against defects in materials subject to the conditions set out below.

If Airport Doors or its authorised personnel has installed your new door, Airport Doors warrants the installation of your new product for a period of 12 months from the date of installation against defects in installation subject to the conditions set out below.

### Conditions of Warranty

1. The warranty is only applicable to products sold and installed in Australia.
2. All warranty claims must be made within the period of the warranty.
3. Roller Doors and Sectional Doors used in "high usage" applications (e.g. commercial usage of more than 12 car parks or doors which are frequently operated) are not covered under this warranty. Contact Airport Doors if your door is not covered under this warranty.
4. The warranty will not apply unless you:
  - a. can prove the date of purchase through a sales order or invoice;
  - b. can prove that the door has been operated and cared for in a proper and reasonable manner;
  - c. have observed and abided by any instructions and maintenance recommendations provided in the owners handbook and/or installation instructions; or
  - d. notify Airport Doors of the alleged defective product or installation immediately upon learning of the alleged defect and cooperate with Airport Doors in verifying the warranty claim and any warranty work.
5. The warranty will not cover:
  - a. normal wear and tear, including but not limited to natural relaxation of door springs;
  - b. travel expenses incurred by Airport Doors to repair the product outside the metropolitan area of the capital cities in Australia. You will have to pay for those travel expenses;
  - c. access expenses where access to the product is not readily available. Any such access expenses will be your responsibility;

- d. any damage to the product incurred as a consequence of the deterioration or collapse of the structure to which the product is affixed; or
  - e. any additional defect damage arising from the operation of the product after it is already known to be defective.
  - f. corrosion due to corrosive environment
6. The following will void the warranty:
    - a. The product has not been serviced or maintained as per the maintenance instructions in the owner's handbook;
    - b. Defects or faults occurring as a result of installation, service or modification by persons other than Airport Doors or its authorised personnel;
    - c. The product has been fitted with parts or accessories not approved by Airport Doors;
    - d. The product has suffered impact damage, water damage, wind or storm damage, damage due to corrosion or rust, damage due to proximity to salt water and other like damage; or
    - e. Any work to the building (such as rendering or concrete) after installation of the door which damages or impairs the operation of the door.
  7. Statutory Warranties

The warranties provided above do not limit, restrict, modify or exclude the statutory warranties contained in Divisions 2 and 2A of Part V of the Australian Trade Practices Act ("the Act") or the provisions of any other statutory warranties that cannot be limited, restricted, modified or excluded provided that the liability of Airport Doors under the Act or other statutory warranties is limited to the costs of repairing or replacing the product so long as such limitation is permitted by the Act or statutory warranties.

To make a claim under the warranty contact your local Airport Doors office

**Victoria**  
69 – 75 High Street,  
Melton 3337  
Ph: (03) 9971 1444

**South Australia**  
16 Krawarri Street,  
Lonsdale SA  
Ph: (08) 8326 0466

**Queensland**  
60 Platinum Street,  
Crestmead QLD  
Ph: (07) 3803 6255

**New South Wales**  
Unit A, 6 Arnott Place,  
Wetherill Park NSW  
Ph: (02) 9604 9999

**Western Australia**  
5 Keates Road,  
Armadale WA  
Ph: (08) 9399 5790

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DOORS**

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## OWNERS HANDBOOK

### - Roller Door - Sectional Door

KEEP IN A SAFE PLACE FOR FUTURE REFERENCE  
Retain your job order/contract and invoice with this handbook for future reference. The onus is on the purchaser to provide proof of purchase.

Purchased from: \_\_\_\_\_

Installation date: \_\_\_\_\_

Installed by: \_\_\_\_\_

Door Type: \_\_\_\_\_

Please read all safety warnings, basic operating instructions, warranty information and important maintenance instructions before operating this door.

### DANGER:

- KEEP DOOR PATH CLEAR AT ALL TIMES WHILST DOOR IS IN OPERATION.
- KEEP FINGERS CLEAR OF MOVING PARTS AND BETWEEN DOOR PANELS WHEN OPERATING THE DOOR EITHER AUTOMATICALLY OR MANUALLY.

### WARNINGS:

- Do not permit children or animals to play near or with door or door functions.
- If the door is used in manual mode, do not throw door upwards, retain full control of door at all times.
- Springs and cables are under constant tension. DO NOT ADJUST! For adjustment contact a qualified door technician.
- Always visually inspect the door is fully open and stopped before driving or walking through the door path.

# BASIC OPERATING INSTRUCTIONS

## Roller Door

If your roller door has an automated operator, press the button on your handset or wall control box to open or close the door. In the event of a power failure, refer to your automated operator handbook to disengage the motor to put the door into manual mode. Where there is no other access into your garage apart from the garage door itself, and an automated operator has been installed, in the event of a power failure, disengage the operator using the Emergency Key Release fitted to the outside of the door to put the door into manual mode.

Should your door be manual (hand operated) or is in manual mode (automated operator is disengaged) use the centre lift-lock (where fitted) to manually open or close the door. Initially the key for your centre lift-lock will be taped on the inside of the door near the locking bar, remove tape and keep your key in a safe place.

If you have a commercial (Series C) roller door with a hand chain on one side, the locking mechanism may differ to the above. To open or close the door, unlock the chain lock and/or other locking mechanism and operate the hand chain. If the door has an industrial automated operator with a chain, refer to your automated operator handbook to disengage the motor to put the door into manual mode.

## Sectional Doors (a.k.a. Panel Door)

If your door has an automated operator, press the button on your handset (transmitter) to open or close the door. In the event of a power failure, refer to your automated operator handbook to disengage the motor to put the door into manual mode.

Should your sectional door be manual (hand operated) or is in manual mode (automated operator is disengaged), use the handle on the inside of your door to open or close the door.

Where there is no other access into your garage apart from the garage door itself, use the T-lock handle fitted to the outside of your door to open or close the door. In this situation if an automated operator has been installed, in the event of a power failure, disengage the operator using the Emergency Key Release fitted to the outside of the door to put the door into manual mode.

### NOTE:

**DO NOT** lock your door while the automated operator is engaged, this may damage the door and/or operator or may cause injury.

For added safety on automated doors enquire about our Photo Electric Beams.

## IMPORTANT MAINTENANCE INSTRUCTIONS

Your Garage Door is a large moving mechanical system that requires regular maintenance. Follow the instructions below to ensure safety, longevity and optimal operation. The recommended maintenance schedule is every 3-6 months (unless otherwise stated) or where changes in operation noise or movement has occurred.

### General

1. Clean your garage door curtain from dust, dirt and salt regularly with clean water and a soft cloth.  
**NOTE: DO NOT WASH YOUR AUTOMATED OPERATOR.**
2. Test the door manually; disengage automated operator (refer to operator handbook) to make sure the door at the fully to half open position does not move down by itself, or that there is no stiffness when operating the door. If the door does not operate as above, this may indicate loss of spring tension and must be serviced by a qualified door technician see SERVICE & REPAIRS.
3. Visually inspect the door to check for signs of wear and tear, for example check sectional door cables for signs of fraying and check that all fasteners (e.g. screws, nuts and bolts) are secure. Repair or adjustment of cables must only be done by a qualified door technician see SERVICE & REPAIRS.
4. If your door is motorised, test the sensitivity of the automated operator every 1-3 months. Refer to your automated operator handbook.
5. Timber sectional doors; inspect (every 6 months) and maintain timber regularly with a suitable timber finish as per timber maintenance instructions below.

### Timber Maintenance Instructions

#### Fully Sealed Sikkens (Std. Dark Oak)

Recoat the door face (outside surface) using Sikkens Filter 7 (as per Sikkens specifications), every 2-5 years (or earlier when required) to maintain finish. Apply CD50 oil to the back of door (inside surface) every 1-2 years. If sanding is required to the door face, apply Sikkens HLS base coat and then Filter 7 as per Sikkens specifications.

#### Part Sealed Sikkens (Std. Dark Oak)

Part sealed Sikkens doors must be treated as soon as possible after installation with 2 coats of Sikkens Filter 7 on the door face and then maintained regularly as per Fully Sealed Sikkens instructions above.

#### CD50 oil (Clear or Cedartone)

Oiled doors must be treated with a second coat of oil (using CD50 or similar) approximately 2-4 weeks after installation, as per manufacturers specifications. To maintain finish, re-treat door every 1-2 years.

#### Raw Finish

Raw doors must be treated with a suitable finish immediately after installation.

### Lubrication

Recommended every 3-6 months to reduce friction

1. Tracks (door guides) – Roller Doors & Sectional Doors: Clean tracks from dirt/dust using clean water and lubricate (if necessary) with a dry silicon lubricant (such as Superslip or Easyglide). DO NOT use grease or oil based products on tracks as this will attract dirt.
2. Locks: If the door has a lock and the key has become stiff or will not turn, apply some powdered graphite (lubricant) to the key and insert. DO NOT apply grease or oil.
3. Springs – Sectional Doors: Lubricate door springs (where accessible) thoroughly with a motor grade oil (or grease, where door is installed in a corrosive environment).
4. Nylon hinges – Sectional Doors: Lubricate with a dry silicon lubricant (such as Superslip or Easyglide). DO NOT use grease or oil based sprays on nylon hinges. Wipe off any excess.
5. Steel hinges – Sectional Doors: Lubricate with an oil based spray (such as Tac2). Avoid getting oil based products on the tracks, as this will attract dirt.
6. Ball-bearings – Sectional Doors: Lubricate in the rollers with an oil based spray (such as Tac2) or oil using a thin nozzle. Avoid getting oil based products on tracks as this will attract dirt. Wipe off any excess.

**NOTE: DO NOT** apply WD 40, as it acts as a degreaser as well as a lubricant, use only recommended products.

### Service & Repairs

1. To regularly maintain your door, book a full service by a qualified door technician every 12 months (or earlier where required). **IMPORTANT:** Very large or heavy sectional doors should be serviced at least every 6-12 months.
2. Where repairs are required, contact a qualified door technician as soon as possible.

**NOTE:** The door spring and cable components are under constant tension and should only be adjusted by a qualified door technician.

**NOTE:** Where products are in close proximity (within 1km) to corrosive environments e.g. industrial fallout or salt air, more regular care and maintenance should be taken to protect the door and ensure safe and optimal operation.

**Retain all service records with this handbook for future reference**