

Alpha Doors Warranty V1-5

All New Garage Doors Installed by Alpha Doors have a 1-year warranty upon the installation date by Alpha Doors, 2 years if an annual service is carried out by Alpha Doors.

New Domestic Auto Opener Supplied and Installed by Alpha Doors have a minimum of 1-year warranty upon install date by Alpha Doors. Every annual service carried out by Alpha Doors will extend the warranty for the auto for another year up to a maximum of 10 years from the original install date.

Repairs – Repairs have a 1 year warranty, this only covers the original repair and does not cover any new issues.

You can sign up for automatic email service reminders on our website alphadoors.co.nz

Weather seal and Remotes have a 1-year Warranty.
Batteries are not included in any warranties.

1.0 Product Warranty Subject to statutory guarantees, Alpha Doors warrants against defects in materials & workmanship from the date of purchase for the periods specified: Any warranties over 1 year are only applicable if an annual service is carried out by Alpha Doors. For Colorsteel products with a 10year warranty (subject to Colorsteel conditions) see the colorsteel T&Cs. Customer supplied product is not covered by any warranty

2.0 CLAIM PROCEDURE To raise a claim under this warranty you must: 2.2 Produce a copy of the Alpha Doors purchase invoice and; 2.3 Provide evidence or return goods to Alpha Doors. 2.4 Where a product has been sold by Alpha Doors, make all warranty claims directly with alpha doors or; 2.5 Where a product has been sold by an approved customer, make all warranty claims directly with the approved customer from which you purchased the product. **APPLICATION OF WARRANTIES** Where the Buyer is a consumer as defined in the Consumer Guarantees Act 1993 (Act), the provisions of the Act will apply notwithstanding any provision of these terms and conditions except where the Buyer is purchasing goods for the purpose of a business in which case the guarantees implied by the Act will not apply. All claims for breach of any of the guarantees given by WDL pursuant to the Act will be addressed in accordance with the Act.

3.0 DISTRIBUTORS & APPROVED AGENTS This warranty applies to customers, approved distributors and approved agents who purchase directly from Alpha Doors. An approved distributor are those who are approved to resell Alpha Doors products, purchasing on an open account for the purpose of supplying Alpha Doors products to end users. An approved agent may be contracted by Alpha Doors for installation purposes.

4.0 WARRANTY TERMS AND CONDITIONS 4.1 Purpose This warranty applies to the product where it is used, maintained & serviced in accordance with the Manufacturers purpose, and the care and maintenance requirements. Warranties are void if the product is used for any other purpose other than those intended by Alpha Doors. 4.2 Installation by approved agents The warranty apply to defects in, or malfunction of the product resulting from faulty installation by an approved agent. Any product installed by a non-approved agent is not covered under

this warranty. 4.3 Repair or Replace This warranty covers repairs in a manner that the Manufacturer considers reasonable including, if necessary, the touch-up of surface coatings. If a replacement is required this decision is at the sole discretion of Alpha Doors. 4.4 Proven Defects This warranty only applies to the repair or replace of proven defects in materials & workmanship. Proof of defect must be provided in the form a photographic image or by returning the product to Alpha Doors. 4.5 Proof of Purchase Date Pursuant to clause 2, proof of purchase date is the date shown on the original invoice supplied by Alpha Doors. This invoice is required when making a claim. 4.6 Environmental Conditions This warranty does not cover damage to surface coatings or the base materials of the product or motors caused by the proximity to the seafront or similar corrosive conditions. Any extreme weather conditions are not covered by this warranty. Alpha Doors automatic opener products are not covered by product warranties where they have been installed in environments, which allow them to encounter excessive heat, moisture or humidity (e.g. carport applications).

5.0 LIMITS ON LIABILITY 5.1 The liability of Alpha Doors to the Buyer in relation to the supply of the Product is limited to direct loss or damage to tangible property caused to the Buyer be up to an amount not exceeding the purchase price received by Alpha Doors for the Product. 5.2 The liability of Alpha Doors to the Buyer whether in tort (including negligence), contract, breach of statutory duty, equity or otherwise arising from the relationship between them is excluded to the fullest extent permitted by law.

6.0 SPECIFIC EXCEPTIONS Without limiting clause 5.1 Alpha Doors will not be liable for any loss or damage caused directly or indirectly by; Alpha Doors Ltd 6.1 operating a Product by any device, electronic or otherwise, which was not installed or supplied by Alpha Doors; 6.2 any masonry, rendered, or other surfaces cracking or collapsing during or after the installation of the Product; 6.3 any defect or deterioration of timber, including drying out after installation of product; 6.4 any weakening or collapse of the structure to which the Product is affixed occurring at any time after installation; 6.5 any damage to or deterioration in the condition of the Product occurring after delivery and before installation; or 6.6 any other circumstance or event arising as a direct or indirect consequence or failure to any person to follow installation, use or maintenance instructions as issued by Alpha Doors from time to time. **7.0 MODEL MODIFICATIONS** Product warranties do not cover any modifications made to existing or future models of the product in products sold under these warranties.

8.0 LABOUR & MATERIALS Pursuant to Clause 1, product warranties cover either the cost of the faulty component (s) & the labour involved in replacing / repairing the faulty component(s), or the component (s) only. Product Warranties do not cover indirect expenses such as, but not limited to, travel expenses.

9.0 ALTERATION TO WARRANTY TERMS No representative or agent of the Manufacturer has the authority to alter the terms or coverage of this warranty

10.0 CARE & MAINTENANCE Garage door kits are supplied with hardware and tracks in purposeful condition that require care and attention. To keep all hardware and tracks in working condition refer to the following for instructions: 1. To lubricate all moving parts WDL recommend using CRC 5-56 or WD40 spray and then

follow the application guidelines on the product. 2. To clean all tracks we recommend using a dry light brush to remove all corrosive debris i.e. heavy industrial dust or salt from open water sources. 3. Alpha Doors products that are used more frequently i.e. constantly opened and closed, should be maintained more regularly. Recommended timeframe for standard use is once every 6 months, and for more frequent users this should be every 2-3 months. **Service requirements** Domestic/residential use we recommend servicing every 12 month. Commercial use we recommend servicing every 6-12 months. High usage you must service every 3-6 months. Adjustment: If any moving part or tracks require adjustment and the product was installed by a Alpha Doors approved agent, contact our office immediately. Roller & Sectional Door Cleaning: Use a soft bristled brush and clean water to clear corrosive contaminants from the steel. Corrosive contaminants include but not limited to salt water deposits and/or deposits from industrial sites. Frequency: 3 monthly. Those areas closer to open waters or industrial sites should apply these cleaning products every 1month.

Cedar/timber Sectional Door Cleaning: Prior to applying finish product remove any debris from the cedar panels and ensure the doors is completely dry. Application of stain or paints: We highly recommend using CD50 stain on our cedar/timber products. If other applications are used follow the guideline from your selected coating product and ensure you have coated both sides of each panel. Failing to follow the product application guideline will void the warranty. All cedar material must be coated or sealed prior to installation. Dark stain/paint should be avoided and will void the warranty. If panels are dropped off prior to install for application, the profile and size must be checked prior to application. Alpha Doors will not cover the application/ labour cost if panels are incorrect. Application Frequency: Alpha Doors recommend that you follow the manufacturer's guidelines from the selected finish product. If you have received a cedar door already coated you should reapply the same oil coating within 30 days of receiving the door, and every 12 months thereafter.

Automatic openers: WARNING – DO NOT APPLY THE SAME CARE AND MAINTENANCE ON ANY SUPPLIED AUTOMATIC OPENERS. Refer only to the manufacturing manual.