

Garage Door Warranty



The Garage Door Company offer a **1 Year Installation Guarantee** on parts and labour from the original installation date

German Engineering, Built in Britain.



General maintenance for different mechanisms

Canopy, Retractable and Sectional doors

All moving parts as below must be regularly cleaned and oiled

- Vertical and horizontal tracking systems
- Spring mechanism
- Spindles
- Cable and cones
- Locking cables / rods
- Locking mechanism

Side Hinged

- Locking mechanism may require lubrication
- Entrance to be kept clear to avoid damage whilst in operation

Insulated Roller Doors

- Curtain to be regularly cleaned to avoid any foreign objects causing damage whilst in operation
- Rubber seal to be kept clean to avoid triggering the safety mechanism

Single Skinned Roller doors

- Tracks to be regularly cleaned and lubricated with a silicone based spray
- Locking mechanism regularly oiled and remember to always remove the key before operation

All doors should be cleaned with hot soapy water nothing abrasive as can cause marking and fading to the finish. For further clarification please refer to the manufactures guide lines.

Trouble shooting

The door or lock is stiff and hard to use

- Has the door been maintained? We recommend that all moving parts are regularly oiled at least every 3 months to ensure a smooth operation

Electric garage door motor issues

- Has the power supply been checked?
- Does the handset need re programming?
- Do the batteries need replacing on either the door or the handsets?
- Do the travel limits need re adjusting?

Please refer to the manufactures user instructions.

Or use the useful links below:

How set up your electric motor

www.youtube.com/watch?v=Vo9C0UpNr40

How to program your remote control

www.youtube.com/watch?v=JOnohhk8Xyg

Water ingress

- Your garage door is water resistant not water proof.
- Is the floor level?
- Is there standing water at the entrance?
- Has there been extreme weather recently?

Weather strips are available to help against the ingress of water. However please be aware this is not a "fix all" solution.

Warranty

The Garage Door Company offer a 1 Year installation guarantee on parts and labour from the original installation date. Any return visit after the initial 1 Year period for Motors, Finish etc. are manufactures warranties and not covered directly by The Garage Door Company. Any return visit after the initial 1 Year period are chargeable. If replacement parts are required and covered we can order and replace on behalf of the manufacture however, the labour / call out fee is still applicable. Please refer to the manufactures terms and conditions for further clarification.

Any damage / defect on the product must be reported within 24 hours of the original installation. Failure to do so will result in any claim being rejected.

All warranty claims are subject to compliance with the manufactures recommendation and maintenance procedure.

Reporting a fault

On the rare occasion there may be a fault with your new garage door. When reporting the fault you will be asked the following questions:

1. A full description of the fault, if unclear a photo may be requested
2. Have you followed the "trouble shooting" guide on this document

If the fault cannot be rectified by the operator a remedial visit will be booked in the diary for an engineer to attend. Please be aware if said fault is not found to be genuine a call out fee may be applicable.

Contact Details

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