



**MACQUARIE GARAGE DOORS**  
**RESIDENTIAL PRODUCT WARRANTY – AS OF 1<sup>ST</sup> JANUARY 2018**  
**REVISION 2 – 1<sup>ST</sup> September 2023**

This warranty is given by Shaliben Pty Ltd Trading as Macquarie Garage Doors ( ABN 86 059 337 576 ),  
1/24 Oakdale Road Gateshead NSW 2290, Ph – 02 49 422 919, Email – [sales@macdoors.net](mailto:sales@macdoors.net)

**1. When does this warranty apply?**

This warranty is only available in Australia;

- (a) Applies only when;
  - (i) The products are purchased and installed by Shaliben Pty Ltd Trading as Macquarie Garage Doors (MGD)
  - (ii) The products have been paid in full by the customer.
  - (iii) The preventative servicing of products as per manufacturers and Macquarie Garage Doors' recommendations has been maintained by the customer.
- (b) To the maximum extent permitted by law and provided the conditions in paragraph (a) are met, supersedes all other warranties, including any previous warranty you may have been issued.

**2. What do we warrant?**

Shaliben Pty Ltd Trading as Macquarie Garage Doors will replace ( at MGD's option and in a manner MGD considers reasonable ) the parts covered by this warranty which fail to operate in accordance with the products installation and operation manual for a period of;

Garage Door Product	Manufacturer Warranty Period	Springs*
<b>PANEL DOORS</b> ( All components and labour excl springs and lifting cables )		
Gliderol Panel Glide – Upgraded Up To 7 Years BY MGD	2 Years	15,000 Cycles
B&D Panel Lift Icon – Upgraded To 10 Years If Paired With B&D Opener	5 Years	20,000 Cycles
B&D Panel Lift - Upgraded To 10 Years If Paired With B&D Opener	3 Years	10,000 Cycles
Steeline Panel Door	2 Years	
Danmar Custom Panel Door	4 Years	10,000 Cycles
Tower Custom Panel Door	2 Years	
Signature Custom Panel Door	4 Years	
Delta Custom Panel Doors	4 Years	
<b>ROLLER DOORS</b>	2 Years	
Gliderol A, AA Series - Upgraded Up To 7 Years BY MGD – Refer Below	2 Years	
Gliderol B Series Roller Door	2 Years	
B&D Rollmasta R1P - Upgraded To 10 Years If Paired With B&D Opener	3 Years	
B&D Deluxe R1D - Upgraded To 10 Years If Paired With B&D Opener	5 Years	
B&D NEO R1N - Upgraded To 10 Years If Paired With B&D Opener	3 Years	
Steeline A, AA, B Series Roller Door	2 Years	
<b>TILT DOORS</b>		
K Panel Colorbond Tilt Door	2 Years	
MGD Panel Face Tilt Door	2 Years	
For full warranty terms and conditions on products listed above or any products not listed above please view our website for warranty details <a href="http://www.macquariegaragedoors.com.au/resources/warranties/">www.macquariegaragedoors.com.au/resources/warranties/</a>		



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<b>Residential Openers</b>	<b>Manufacturer Warranty Period</b>
<b>RESIDENTIAL GARAGE DOOR OPENERS</b>	<b>** Warranty Based on Whichever Happens First – Time or Cycles Completed From Original Installation Date</b>
Merlin MR550MYQ Weatherdrive	3 Years/7,500 Cycles
Merlin MR655MYQ Silentdrive Essential	5 Years/10,000 Cycles
Merlin MR855MYQ Silentdrive Elite	7 Years/15,000 Cycles
Merlin MS105MYQ Commander Elite	7 Years/15,000 Cycles
Merlin MS125MYQ Commander Extreme	7 Years 15,000 Cycles
Merlin MJ3800MYQ Commander Ultimate	7 Years/15,000 Cycles
Gliderol GTS+	2 Years/5,000 Cycles
Gliderol Rollmatic	2 Years/5,000 Cycles
Gliderol Factory Fit Glidermatic	2 Years/5,000 Cycles
B&D RDO1v4 Powerdrive	7 Years/20,000 Cycles
B&D CAD Secure	7 Years/20,000 Cycles
B&D CAD Smart	7 Years/20,000 Cycles
B&D CAD Smart Pro	7 Years/20,000 Cycles
ATA GDO-6v3 or v4	7 Years/20,000 Cycles
ATA Tempo ATS-2	7 Years/20,000 Cycles
ATA Syncro ATS-3	7 Years/20,000 Cycles
4D Doors GA203	5 Years
<b>RESIDENTIAL GATE OPENERS</b>	
Merlin Slide 600 MGSK600/MGSK600-LV	3 Years/7,500 Cycles
Merlin Swing L 300 Linear MGLSK/MGLSK-LV/MGLDK/MGLDK-LV	3 Years/7,500 Cycles
Merlin Swing A Articulated MGASK/MGASK-LV/MGADK/MGADK-LV	3 Years/7,500 Cycles
FAAC C720 Slide	2 Years/ 5,000 Cycles
FAAC 413L Linear	2 Years/ 5,000 Cycles
For full warranty terms and conditions on products listed above or any products not listed above please view our website for warranty details <a href="http://www.macquariegaragedoors.com.au/resources/warranties/">www.macquariegaragedoors.com.au/resources/warranties/</a>	



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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 to others
- (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 manufacturers installation manual;

### **3. Making A Claim**

The following steps must be followed when making 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 above table ( if not listed in the above table refer manufacturers warranty as listed on website [www.macquariegaragedoors.com.au/resources/warranties](http://www.macquariegaragedoors.com.au/resources/warranties) )

- (a) The product parts supplied and installed by MGD should be in accordance with the product manual for the time period shown or for the number of cycles, whichever occurs first ( Residential based on 4 cycle average per day ); provided you comply with the manufacturer's instructions concerning installation, operation and post installation maintenance. Failure to do so may void all or part of this warranty.
- (b) Contact Shaliben Pty Ltd Trading as Macquarie Garage Doors by email [sales@macdoors.net](mailto:sales@macdoors.net) or phone our office 02 49 422919
- (c) The customer is responsible for the cost of making a claim under this warranty. Any additional access expenses incurred by MGD where the product is not readily accessible must be borne by the customer.
- (d) You will need to provide proof of purchase, the product brand/model, original date of installation, evidence of post installation preventative servicing; and
- (e) Following a claim made in accordance with this warranty, if MGD confirms the product failure is covered by this warranty, MGD will replace parts and install at no cost to the customer.

### **4. Warranty Conditions**

It is a condition of this warranty that;

- (a) The product having been serviced by Macquarie Garage Doors within 2 years of installation (to allow for new doors to settle), (dependant on your product some may require servicing 12 months after original installation) and at least once every 2 years thereafter.
- (b) B&D products must have preventative services completed 12 months after original installation and every 2 years thereafter to maintain warranty.
- (c) Danmar, Tower, Signature and Delta Custom Made Panel Doors must have preventative servicing completed every 12 months after original installation date to maintain warranty. Panel Doors exceeding 200kgs may require servicing every 6 months. MGD Salesperson will advise at time of purchase if this is required to maintain warranty.
- (d) This warranty will only apply to the original purchaser of the product and may not be transferred to other properties or new homeowners.
- (e) When products are sold by any person other than MGD, except for the warranty set out above, such person has no authority from MGD to give any warranty or guarantee on MGD's behalf in addition to the warranty set out above and;
- (f) It will not be extended for products or parts replaced under this warranty.
- (g) MGD's Extended Warranty to 7 years only applies to Gliderol Panel Glides and Gliderol A/AA Series Roller Doors subject to servicing requirements being met by the customer as outlined in 4a and 4b.
- (h) If preventative servicing is not maintained by the customer, warranty provided reverts to 2 years from installation date. It is the customer's sole responsibility to complete preventive maintenance to comply with warranty requirements.



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- (i) Gate Openers come with warranty as per manufacturer warranty requirements. Refer our website for more information of all gate openers in our range – [www.macquariegaragedoors.com.au/resources/warranties](http://www.macquariegaragedoors.com.au/resources/warranties)

## **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 the customer if you exceed those showing the table or preventative servicing is not maintained;
- (b) Accidental, deliberate or negligent damage, damage from impact or damage caused by insects, dirt, plants or any other objects;
- (c) Events such as beyond the measurable control of MGD including theft, fire, flood, rain, water, lightning, storms, earthquake or any other acts of God;
- (d) Water damage, salt, electrolysis or other corrosion due to environmental conditions. Refer each particular manufacturer's coastline guidelines in regard to coastal environment warranty available. 800 metres direct line from nearest breaking water is not covered by warranty for above noted defects unless superseded by manufacturer warranty. Customer must wash down door with fresh water and soft cleaning sponge 4 times per year to help protect against above defects – for further individual information on particular product please view our website [www.macquariegaragedoors.com.au/resources/warranties](http://www.macquariegaragedoors.com.au/resources/warranties)
- (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 the door and the opener;
- (g) The product being fitted with any closing device which is not the type of condition defined in the instruction manual as suitable for installation of the product;
- (h) Parts Of Garage Doors Excluded;
- i. Key and Barrel – 1 Year
  - ii. Panel Door Lifting Cable – 1 Year from original installation/3 months if replaced with service work
  - iii. Panel Door and Roller Door Springs ( Based on average 4 cycles per day single family residential
  - iv. Remote Control Transmitter – 3 Months
  - v. Batteries
  - vi. Fuses
  - vii. Transmitter Range, Smartphone Connection Range, Receiver Range, Wi-Fi Range
- (i) For Danmar/Tower/Signature/Delta Panel Doors Frame Only or Part Cladded;
- i. The warranty does not cover the customer's door cladding material; and
  - ii. The warranty of the frame only/part cladded will be null and void in respect of the product unless written evidence is provided that the customer had discussions with MGD prior to ordering of door frame whereby MGD has confirmed the suitability of the non-MGD cladding material for the panel door.
- (j) MGD's Extended Gliderol/Danmar Warranty – Does Not Include the following on Gliderol Panel Glides, Gliderol A Series Roller Doors, Gliderol AA Series Roller Doors and Danmar Panel Doors ( Only Danmar Panel Doors Supplied and Installed Between 1<sup>st</sup> January 2018-July 1<sup>st</sup> 2023 are eligible for 7 year extended warranty promotion )
- i. Springs
  - ii. Panel Door Lifting Cables
  - iii. Roller Door Nylofelt
- (k) Unauthorised modifications or modification to bring a product into line with existing/future product performance and models;



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- (l) Faulty installation of a product by a third party
- (m) Lack of proper maintenance, service or care of the product or servicing completed by a person not appropriately qualified to do so;
- (n) Installation of a residential garage door opener in a commercial or industrial premises or in a dwelling other than a single family dwelling
- (o) For more information on each manufacturers different warranties on products please visit our website – [www.macquariegaragedoors.com.au/resources/warranties](http://www.macquariegaragedoors.com.au/resources/warranties)

**6. Service and Maintenance Warranties**

- (a) All service and maintenance works completed by Macquarie Garage Doors comes with a 3 month labour warranty.
- (b) All Gliderol Panel Glide spare parts have a 3 month warranty ( includes hinges, wheels, springs, lifting cable, bearing plates, locks, brackets )
- (c) All Gliderol Roller Door spare parts have a 3 month warranty( includes brackets, locks, hardware )
- (d) All Tilt Door spare parts have a 3 month warranty ( includes springs, wheels, locks ) 70J and 70T hardware if replaced as a whole kit have a 3 month labour and 2 year part warranty.
- (e) All Gate Opener spare parts have a 3 month warranty

**7. 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 fair compensation for any reasonably foreseeable loss or damage. You are also entitled to have the doors 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 any of our manufacturer's documentation about these products do not exclude, restrict, or modify the application to your other rights and remedies under the Australian Consumer Law. Subject to your non-excludable rights under the Australian Consumer Law, MGD 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. 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.