



**TOTAL
CONFIDENCE
WARRANTY**

Genuine B&D Doors and Automatic Openers are designed, tested and proven to work in unison. That's why we back them with a **10 Year Total Confidence warranty** when you buy them together, register your eligible purchase at www.bnd.com.au and adhere to the preventative servicing schedule*.

*Terms & Conditions apply. See inside for details.

STANDARD WARRANTIES

Product	Warranty
Roll-A-Door® (R1D, R1N, R2L, R2W, R3W) Garage Doors	
Door (Steel Curtain – Cracking & Lock Seam Failure)	7 Years
Locking Mechanism	1 Year
All Other Components	1 Year
Paneliff® & StormShield™ Garage Doors	
Door – All Components and Labour Excl. Springs	3 Years
Paneliff® Icon™ Garage Doors	
Door – All Components and Labour Excl. Springs	5 Years
Controll-A-Door® Openers	
Models - Powerdrive, S, Advance, Secure and Smart	7 Years / 20,000 Cycles <small>(whichever occurs first)</small>
Remotes, Accessories	1 Year
Batteries, Bulbs, Fuses	No Warranty

10 YEAR TOTAL CONFIDENCE WARRANTY

Product	Warranty
Roll-A-Door® (R1D, R1N, R2L, R2W, R3W) + Power Drive® Opener	
Door (Steel Curtain – Cracking & Lock Seam Failure)	10 Years
Power Drive Opener	10 Years / 20,000 Cycles
Locking Mechanism	1 Year
All Other Components	1 Year
Paneliff® & StormShield™ + Controll-A-Door® Openers	
Door – All Components and Labour Excl. Springs	10 Years
Controll-A-Door® Openers (Models - S or Advance)	10 Years / 20,000 Cycles <small>(whichever occurs first)</small>
Tracks, Remotes, Accessories	1 Year
Batteries, Bulbs, Fuses	No Warranty
Paneliff® Icon™ + Controll-A-Door® Openers	
Door – All Components and Labour Excl. Springs	10 Years
Controll-A-Door® Openers (Models - S or Advance)	10 Years / 20,000 Cycles <small>(whichever occurs first)</small>
Tracks, Remotes, Accessories	1 Year
Batteries, Bulbs, Fuses	No Warranty

These standard warranties apply on on the above door and opener products when purchased together and registered online. By purchasing a B&D door and opener system together and registering online, the warranty term is extended as summarised above. See following pages for full terms and conditions.



FULL WARRANTY TERMS & CONDITIONS

B&D 10 YEAR TOTAL CONFIDENCE WARRANTY

This warranty is given by B&D Doors, a division of B&D Australia Pty Ltd (ABN 25 010 473 971) ('B&D'), 34-36 Marigold St, Revesby 2212, ph. 13 62 63, enquiries@bnd.com.au.

1. WHEN DOES THIS WARRANTY APPLY?

This warranty is only available in Australia and:

- (a) applies only when:
 - (i) you purchase any of the door and opener products listed in the table below, together in a single transaction, from B&D or a B&D dealership*;
 - (ii) the products are purchased and installed by B&D or a B&D dealership after 1 June 2018;
 - (iii) the purchase and warranty is registered online at www.bnd.com.au within 6 months of installation;
 - (iv) the preventative servicing is maintained as described in section 2.iii below.
- (b) provided the conditions in paragraph (a) are met, supersedes any other warranty you may receive with your product packaging*.

* An approved dealership of B&D products, who purchased the products from B&D, for resale to end users, as set out at www.bnd.com.au

Door Product	Opener Product
Panelift®	Controll-A-Door S Controll-A-Door Advance Controll-A-Door Secure Controll-A-Door Smart
Panelift® Icon	Controll-A-Door S Controll-A-Door Advance Controll-A-Door Secure Controll-A-Door Smart
Storm-Shield	Controll-A-Door S Controll-A-Door Advance Controll-A-Door Secure Controll-A-Door Smart
Roll-A-Door (R1D, R1N, R2L, R2W, R3W)	Controll-A-Door Power Drive

2. WHAT DO WE WARRANT?

B&D will replace a door or opener covered by this warranty which fails to operate in accordance with its installation and operation manual for a period of:

Doors	10 years
Openers	10 years or 20,000 cycles, whichever occurs first

from the date of installation by B&D or a B&D dealership.

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) Is subject to:
 - (i) The limited warranty for certain parts as set out in section 4 and the exclusions in section 5;
 - (ii) You complying with the manufacturer's instructions concerning installation, operation, maintenance and testing, as set out in the installation and operations instruction manuals for both the door and the opener;
 - (iii) The door and opener having been serviced by B&D or a B&D Representative**,
 - within 12 months of installation (to allow for the door to settle); and
 - at least once every 2 years thereafter.
 * 'B&D Representative' means an entity authorised by B&D to service B&D doors and/or openers. Please check the B&D website for details.
- (c) Applies to the original purchaser only and may not be transferred; and
- (d) Will not be extended for products or parts replaced under 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 clause 2 above or clause 4 below (as applicable).

- (a) Contact the B&D dealership from whom you purchased the product to make your claim (if you purchased it directly from B&D, call B&D Technical Support on 1300 769 850 or in writing to B&D Warranties, 6-8 Fiveways Boulevard, Keysborough, 3173, VIC.
- (b) If you are unsure from whom you made your purchase, send your claim to B&D and we will forward it to the B&D dealership.

- (c) You will need to provide proof of purchase, the door model name, the opener model name, the date of installation, the name of the B&D dealership you purchased the product from (if not from B&D direct), evidence of ongoing preventive servicing; and
- (d) Following a claim made in accordance with this warranty, if B&D confirms that the product failure is covered by this warranty, B&D or B&D representative will replace and install it at no cost to you.

4. LIMITED WARRANTY PERIODS FOR CERTAIN PARTS

B&D will replace (at B&D's discretion and in a manner B&D considers reasonable) the parts covered by this warranty which fail to operate in accordance with the product installation and operation manual, for the periods shown below, from the date of installation by B&D or a B&D dealership.

Mechanical and electronically controlled lock mechanisms	1 year
Surface coatings (other than the appearance or grain of the timber finish for B&D timber look doors)	1 year
Opener track assembly (includes all parts), transmitters and accessories	1 year
Consumables (eg Batteries in remote control transmitters, light bulbs, fuses)	Not covered

5. PARTS AND FAILURES THAT ARE NOT COVERED BY THIS WARRANTY

This warranty does not cover the following:

FOR THE DOORS:

- (a) adjustment or replacement of springs due to normal wear and tear; or
- (b) variations to timber look colour or appearance.

FOR THE OPENERS:

- (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 for the opener;
- (g) the door used with the opener not being in safe working order and condition; or
- (h) radio or electrical interference or lack of availability of signal.

FOR BOTH DOOR AND OPENERS:

- (i) higher than normal frequency of use, which may lead to excessive wear and tear;
- (j) accidental, deliberate or negligent damage, including damage from impact;
- (k) additional access expenses incurred by B&D or a B&D dealership in obtaining access where the product is not readily accessible;
- (l) 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;
- (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 models;
- (q) events or acts beyond the reasonable control of B&D, including theft, fire, flood, rain, water, lightning, storms or any other acts of God;
- (r) water damage;
- (s) corrosion or damage to the surface, coatings or base materials due to environmental conditions (such as salty or damp conditions);
- (t) damage cause by insects, dirt, plants or other objects; or
- (u) 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 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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods 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 B&D documentation about these products do not exclude, restrict or modify the application of all or any of the provisions of the Australian Consumer Law. This warranty is in addition to your other rights and remedies under the Australian Consumer Law. Subject to your non-excludable rights under the Australian Consumer Law, 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.