



GarageTM
DOOR SYSTEMS

Your Customer Care Booklet

This booklet provides all you need to know about your garage door, from operation, care, servicing and maintenance, through to your warranty.

*Keep me
handy!*

Register online!

Register your door on-line to receive
automatic service reminders

Visit www.garagedoorsystems.co.uk/warranty

Secured by Design



Police Preferred Specification



Introduction

Thank you! We're delighted that you've placed your confidence in Garage Door Systems Limited by purchasing one of our products for your home.

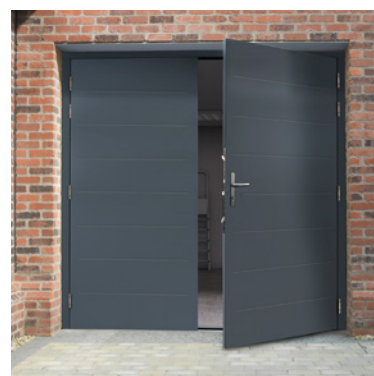
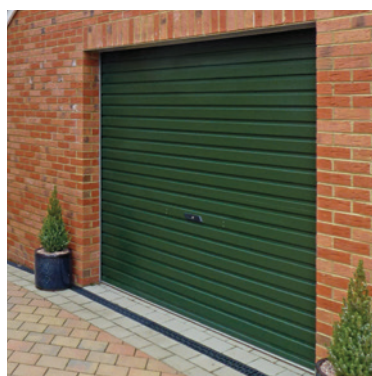
We want your door to last and serve you well and this booklet is your guide to operating, caring for and maintaining your door. It also explains the warranties and how to progress a legitimate claim, should the need arise.

We take pride in the quality of our products and all are manufactured and assembled to the highest standards.

Your peace-of-mind is important to us so we ensure all our products comply with and/or exceed standards of all current European safety and durability legislation.

Every door is CE marked and this is a legal declaration that our products comply with European directives and are tested and safe.

Please take the time to read this booklet and ensure you retain it for future reference. It is also the place to record details of door servicing to meet your warranty conditions.



Section 1 – Your document list

What documents & information should I have?

Your new door has a number of documents that must be retained for future reference and to comply with the conditions of your warranty.

•••Your invoice

Please retain your invoice as proof of the place and date of purchase.

•••CE mark, Declaration of Performance and serial number

This is located on a label attached to your door. It shows the standards to which the product complies and also advises where you can locate your Declaration of Performance details as required by European Law. Do not remove this label as it must be in place to validate your warranty.

•••Declaration of Conformity

If your door is to be power operated, your door must be supplied with a declaration of Conformity for both door and motor. This ensures the door and motor comply with the Machinery Directive. A copy of this document can be found at the back of this booklet.



•••Operating instructions

Operating instructions are located within this booklet and may also be found on the back of your door label or within product documentation specific to your door type. Proper use of your door is important to ensure longevity of the doors' life, compliance with your warranty and, most importantly, your's and other's safety.

•••Care instructions

Care instructions are located within this booklet and may also be found on the back of your door label or within product documentation specific to your door type and provide instructions on how to clean and care for your door and its finish.

•••Maintenance instructions

These are included in this booklet and these set out the minimum maintenance required to keep your door in good working order, safe to use and to meet the terms of your warranty.

•••Maintenance record

This booklet contains a space to record the routine service and maintenance work carried out on your door (section 7). Suitable periodic maintenance is required to meet the terms of your warranty.

•••Warranty

This booklet contains details of your warranty, the conditions that apply and how to make a claim.

Got a question?

Contact your Garage Door Systems specialist installer in the first instance - they will be happy to assist!

Section 2 – How to operate your door



General

- Sectional and Roller doors open vertically along guide tracks.
- Always keep the opening area of the door clear and when operating the door, always be certain that there are no people, especially children or objects close to the door.
- When manually operating doors, only raise and lower the door using the lift handles installed for this purpose; these ensure an easy, controlled and smooth action. Improper use could result in injury and damage to your door.
- When locking the door, ensure that the lock mechanism engages securely.
- With automated doors, only open and close the door using the control devices supplied with your door.
- In the event of power failure follow the operation instructions for this circumstance.

DuraTherm



Insulated sectional garage doors

Manually operated garage doors:

To Lock/Unlock: From the outside, insert the key in the lock cylinder to release the handle. Turn the handle to disengage the lock latches and open the door. To lock the door, turn the handle to engage the latches and turn the key to lock the handle.

Electrically operated garage doors: At all times the garage door should be operated when it is in full view, making sure it is not obstructed in any way. Ensure when the door is moving, that you and any other person stands clear of the curtain and keeps hands, etc, away from moving parts.

Hand transmitters & wireless wall station: Depending on your choice of Automation the transmitters are fitted with two or four buttons and the wireless wall station has two buttons. When any button is pressed the LED illuminates. The default setting is one button operation that allows you to lift, stop and close the door.

Note: When opening or closing the garage door you must monitor the product until it has completed its operation. All products have a stop and reverse safety device that could be activated during operation causing the door to stop and reopen.

Power failure: In the event of power failure the door operator can be disengaged to allow manual operation of the door. If no other means of access to the garage is possible other than through the garage door, an external disconnect should be fitted. Ask Garage Door Systems for more details should you require this option.

Therमारoll



Aluminium roller garage door

Therमारoll roller doors are power operated as standard. Whenever possible the garage door should be operated when it is in view, making sure it is not obstructed. Ensure when the curtain is running, that you and any other person stands clear of the curtain and keeps hands etc, away from the moving parts.

Control Unit: Your garage door can be activated by pressing and releasing the buttons on the front of the control unit or by pressing the button on your hand transmitter.

Hand transmitters: The transmitters are fitted with four buttons. The buttons on hand transmitters can be programmed to suit your requirements. The default setting is one button operation that allows you to lift, stop and close the door.

Note: When opening or closing the garage door you must monitor the product until it has completed its operation. All products have a stop and reverse safety device that could be activated during operation causing the door to stop and reopen a short distance, leaving the door in a partly open position.

Power failure: In the event of power failure the garage door can be operated using the manual hand crank supplied with your door. Engage the hook on the hand crank in the eyelet on the left or right hand side of the door box and crank the handle to open or close the door. If you have an external override fitted, insert the winding handle and crank the handle to open or close the door. Take care not to overwind the door in either direction.

Duraroll

Steel roller garage door



IMPORTANT! Never leave the key in your roller door lock as it will hit the lintel and break off in the cylinder as the door rises.

Manually operated roller garage door:

To Unlock: Insert key horizontally and turn 90 degrees in a clockwise direction. Return key to the horizontal position and remove before raising your door.

To Lock: Insert key horizontally and turn 90 degrees in an anti-clockwise direction. Return key to the horizontal position and remove. Some downward pressure on the door may be required to allow the lock bars to fully engage or disengage from the door guides.

Internal lock: By turning the internal locking disc, it is possible to lock and unlock the door from the inside without using a key.

Electrically operated garage doors:

Whenever possible the garage door should be operated when it is in view, making sure it is not obstructed. Ensure when the curtain is



Insulated side hinged garage & personnel doors

Manually operated garage doors:

To Unlock: To open the active door leaf release the lock by turning the key.

To Lock: To lock the active door leaf engage the lock by turning the key.

Inactive Leaf: To open the inactive leaf release the top and bottom shoot bolts.

Door Stays: To prevent unintended movement of the door leaves, you should always open the door fully to engage the lock out position on the door stays. The door stay will retain the door at this point. To release, pull the cord and close the door. Doors should not be left unattended when in the fully open position. Door stays are designed to temporarily hold the door leaf open and not for extended periods. When a door leaf is open and exposed to the elements it acts like a "sail". Exercise extreme caution when opening, closing and securing doors in windy conditions. **Door stays are not designed for high wind applications (Damage of this nature is not covered under warranty).**

running, that you and any other person stands clear of the curtain and keeps hands, etc, away from moving parts.

Automation Unit: Your garage door can be activated by pressing and releasing the buttons on the face of the automation unit, or by pressing the button on your remote handset.

Hand transmitters & wireless wall station: Depending on your choice of Automation the transmitters are fitted with two or four buttons and the wireless wall station has two buttons. When any button is pressed the LED illuminates. The default setting is one button operation that allows you to lift, stop and close the door.

Note: When opening or closing the garage door you must monitor the product until it has completed its operation. All products have a stop and reverse safety device that could be activated during operation causing the door to stop and reopen.

Power failure: In the event of power failure the door operator can be disengaged to allow manual operation of the door. If no other means of access to the garage is possible other than through the garage door, an external disconnect should be fitted.



Motorised Shutters

Electrically operated shutters:

All ProtectaRoll shutters are motorised. To open or close the shutter use the rocker switch or key switch to operate. Both types of switch may require constant pressure until the shutter has reached the end of its travel when it will automatically stop.

Ensure the shutter is always in sight when operating.

All doors & shutters


How to clean and care for your door and its finish

Keeping your door looking its best doesn't require a great deal of time and requires no special skills! The most important thing is keeping your door clean.

Cleaning: Your door should be washed with a quality car shampoo every two months to prevent the build up of dirt, salt, grit and other corrosive substances to help maintain the aesthetic appearance of your door.

All other components must be brushed down every six months to prevent the build up of dirt, salt, grit and dust.

Please also see section 4 that covers service and maintenance requirements.

 If your door is installed in an area prone to coastal corrosion from airborne salts, your door should be cleaned monthly. **ThermaRoll roller doors & ProtectaRoll Shutters** - Every month you need to open the door (to separate the slats) and clean in between each one - particles of salt can become trapped between the slats, creating a corrosion risk.



Scratches and scuffs caused by allowing grit/dirt to remain on the curtain.




Remove dirt splashed up your door curtain after power washing driveway.

All doors - Clean thoroughly after bird droppings or any substance such as salt, dirt, airborne particles other than rain have found their way onto the surface of the door. This is especially important if you power wash your driveway and splash dirt/grit onto the door curtain - dirt/grit will become trapped between the front and rear of the door when operating that will lead to surface marking/scuffs.

Make sure you regularly check your door and observe the directed cleaning intervals. By removing dirt, salt and grit you reduce the possibility of staining and scratching of the door surface and parts that can lead to corrosion. The images below illustrate issues that can arise through a lack of cleaning and care.

 **Never use a powerhose/jetwash to clean your garage door.**

 **If your door has a lock, do not oil the lock cylinder, only lubricate with a graphite dust lubricant.**



Open your ThermaRoll door and clean between slats.



Salt corrosion caused by salt trapped between slats.

The life of a garage door – things to expect over time – “the big small print”

Your door is covered by clear and fair warranties that are explained in detail in section 6.

Over the life of your door or shutter there are, as with any moving item that has surfaces which make contact with other surfaces as it operates, areas that will show wear as the product ages.

As a garage door/shutter is a mechanical product, regular servicing and routine maintenance by approved specialist installation engineers is recommended to prolong the longevity of the product and also to ensure it is safe throughout the products' useful life.

Moving parts and curtain marking

Over time, the rolling action of the door/shutter curtain against locking rings, straps, the door barrel, the curtain against itself as it rolls and dust and debris on the curtain will create marking to the surface of the door on all colours of door. Marking to both sides of a DuraRoll roller door and ThermaRoll roller door is normal and not considered a product defect.

Other contact areas on all doors, such as door seals and guides may also create marking. This does not constitute a fault, it is a characteristic of all roller doors and other door types. It does not affect performance and is not considered a warranty issue.

Thresholds and the opening

Should the opening into which the door is fitted and, in particular, the threshold onto which the door closes be uneven, the performance of safety sensors will be affected. If the threshold or opening become degraded or uneven after installation, the performance of safety sensors, weather sealing and operation of the door will be affected. Both instances are not considered warranty issues.

Before you contact us with an issue:

Please check the trouble shooting guide (section 5 of the booklet) in first instance. Is there a simple resolution?



Once an issue has been notified:

If the issue is due to product performance, the manufacturers' warranty will apply (if the product is within the warranty term and warranty conditions have been met).

All these effects can be minimised but not eliminated by caring and maintaining your door in accordance with the information provided in this guide.

Section 4 – Service & maintenance requirements



General

This section sets out the service and maintenance requirements for your product.

How to clean and care for your door and its finish is covered in the previous section.

If in doubt about service and maintenance for your Garage Door Systems door, always consult with your Garage Door Systems specialist in the first instance. Their details will be on your invoice. Your Garage Door Systems factory-trained specialist will be able to offer you a regular maintenance service on your garage door. If you cannot locate the contact details of your specialist, please call Garage Door Systems with your doors' serial number on:

NI: Tel: 028 2565 5555

UK Tel: 0870 242 3 242

RoI Tel: 1850 510 510



It is a requirement of your Garage Door Systems warranty at the end of year 2 you should have your garage door serviced and, following this, at least every two years to ensure its safe and reliable operation by a Garage Door Systems factory-trained specialist. Failure to do so may invalidate your warranty.

DuraTherm

Insulated sectional garage door



No less than once but ideally twice a year all springs, latches, wheel spindles and pivot points should be lubricated with a suitable non-silicon lubricant. Please take care not to allow oil to drip on to the face of the door. Track runners must be kept free of obstacles at all times. Do not grease.

Manually operated garage doors: Do not oil the lock cylinder, only lubricate with a graphite dust lubricant.

DuraRoll

Steel roller garage door



No less than once but ideally twice a year the guides on single skin rolling doors should be brushed and cleaned and then lubricated using a suitable non-silicon lubricant or a quality furniture polish i.e. Mr Sheen.

Manually operated garage doors: Do not oil the lock cylinder, only lubricate with a graphite dust lubricant.

ThermaRoll

Aluminium roller garage door



The motor and curtain have been designed to be lubrication free so there is no need to oil or grease any parts. In the event of your door's curtain being scratched it is advisable to touch-up the damaged area with paint to prevent any possible corrosion. If required, 25ml pots of touch-up paint can be obtained via Garage Door Systems.

DuraPass

Side Hinged garage & Personnel door



No less than once but ideally twice a year check that hinges are running smoothly and lubricate with a suitable non-silicon lubricant.

ProtectaRoll

Motorised Shutters

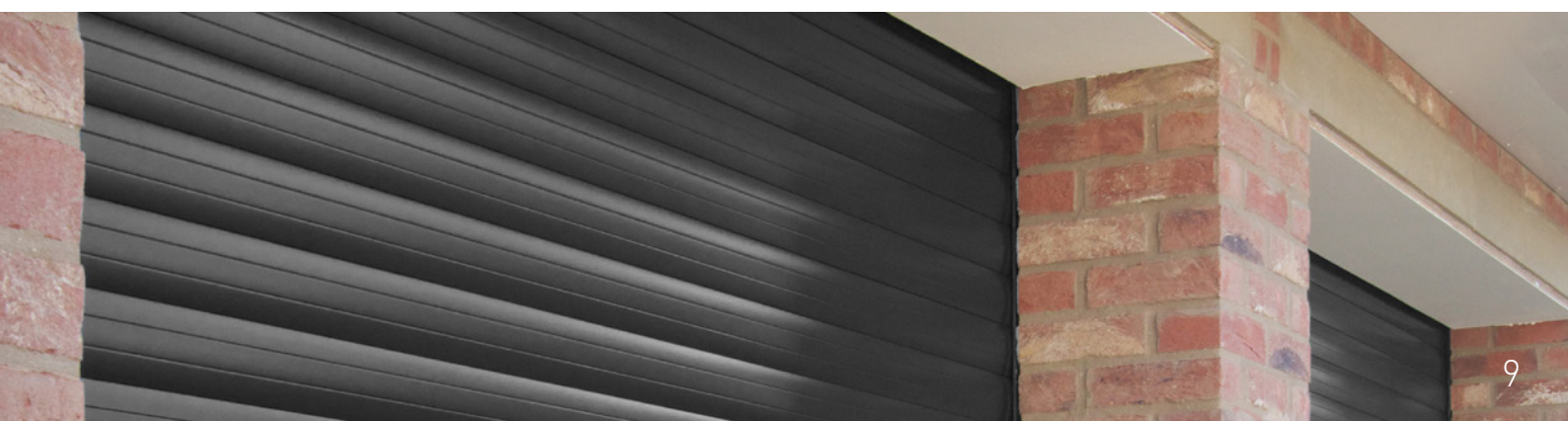


The motor and curtain have been designed to be lubrication free so there is no need to oil or grease any parts. In the event of your door's curtain being scratched it is advisable to touch-up the damaged area with paint to prevent any possible corrosion. If required, 25ml pots of touch-up paint can be obtained via Garage Door Systems.

Section 5 - Troubleshooting guide

These are some of the basic issues you may encounter with your door. For anything more advanced please contact your installing company for support in the first instance.

Fault	Possible Cause	Solution
Automated door is reversing when closing	Guides blocked	Remove obstruction
	Change in floor level	Installer must reset travel limits
	Guides/tracks have moved	Installer must adjust guide spacing
Automated door not responding	Handset Batteries	Check if LED is functioning – if not, change batteries
	Power failure/spike	Check fuse/power supply
	Local frequency interference	Installer needs to check
	Operator has been disengaged	Ensure the motor is engaged for operation
	Handset has lost its memory	Delete memory resistors and reprogram handsets
ThermaRoll Door not responding	Thermal cut out has tripped	Wait 20 minutes and try again
Broken key in DuraRoll lock	Not removing the key before opening door, causing the key to strike the lintel and break	Remove broken key with snips and contact Garage Door Systems for replacement keys. Key number is engraved on back of lock
Manual single skin roller door won't lock	Not enough downward pressure on the door	Apply some additional downward pressure when closing door to enable lock bars to engage



Section 6 – Your Warranty



All Garage Door Systems Limited garage door products' are independently tested and certified to comply with the highest safety requirements and performance characteristics or the European Safety Norms EN 13241-1. This is our commitment to providing products that are both safe and durable. The following section covers the warranty periods and the conditions associated with them. **All warranties apply from the original date of purchase.**

DuraRoll Steel Roller Garage Doors	
Garage Door Components*	5 years
Garage Door Plastisol Colours	10 years
Garage Door Foil Colours	5 years
DuraTherm Sectional Garage Doors	
Garage Door Components*	5 years
Garage Door Factory Finished Colours	10 years
Garage Door Foil Colours, Custom Painted, BS & RAL Colours	5 years
ThermaRoll Roller Garage Doors	
Garage Door Components*	5 years
Garage Door Foil Colours	10 years
Garage Door Factory Finished Colours	5 years
DuraPass Side Hinged Garage & Personnel Doors	
Residential Use	2 years
Non-Residential Use	1 year
ProtectaRoll Shutters	
Residential/Non-Residential Use	1 year
Automation	
Manufacturing Defect	2 years
LM 100 EVF Drive Motor	7 years
LM 80 EVF Drive Motor	6 years
LM 60 EVF Drive Motor	5 years
LM 750 EV Drive Motor	5 years

*2 years for garage doors over 4292mm wide x 2159mm high (14'1" x 7'1" high)

The extended warranty period excludes hand transmitters, batteries, fuses and light bulbs.

Terms & Conditions

Manufacturing defects

If, within the applicable warranty period, the Garage Door Systems door or parts are found to have manufacturing defects, upon inspection by authorised Garage Door Systems Limited personnel, Garage Door Systems Limited will, repair, repaint, or replace, at its option, the defective door or parts.

Any charges for shipping, removal, installation or other labour charges are the responsibility of the purchaser. Garage Door Systems Limited will be the sole judge of warranty claims.

At its discretion Garage Door Systems Limited may instruct the purchaser to return the defective door or part(s), prepaid, to the nearest Garage Door Systems Limited facility.

General terms

The warranties are for single-family, first owner, residential installations of complete garage doors.

The warranties do not apply to commercial, industrial or nonresidential uses (except DuraPass and ProtectaRoll).

The warranties extend to installations in the United Kingdom and Ireland.

The warranties are only valid if the door has been installed by an approved Garage Door Systems' installation specialist.

The warranties are only valid if genuine Garage Door Systems' parts are used in any repairs or maintenance. The warranty period for replacement parts is 6 months or the balance of the original warranty period if greater.

Attempted repairs by non-qualified individuals shall invalidate this warranty.



You must care for, service and maintain your door as set out in this booklet and maintain suitable records. Your door must be serviced at the end of 2 years and then every 2 years. Failure to do so may invalidate any warranty claim. Register for automatic service reminders at: www.garagedoorsystems.co.uk/warranty.

Claims must be notified within a reasonable time after discovery of any defect. **Proof of purchase must be provided.**

Immovable frame parts, seals, door components, hardware & locks:

If any door parts (excluding glass, frames or inserts) are not functioning reliably, we will repair or replace them for the period stated in the warranty. These door parts include but are not limited to springs, wire cables, track, rollers, drum wheels, guides or door hinges.

Consumables

The warranty period for electric operators excludes consumable items - batteries, hand transmitters, fuses and light bulbs.

Electric openers

The extended warranty on electric openers for sectional and roller doors is separate, although the period of the warranty is listed here.

Door sections or curtain

If your door sections or curtain perforate through from the weather side due to corrosion, we will repair or replace those sections for the period stated.

During your warranty period the colour of the door curtain may change due to weathering (UV radiation and/or coastal conditions...etc). This is considered normal and not covered by this warranty.

Should an instance ever occur where a sectional door panel does rust through, then only the affected panel will be replaced. Due to weathering, the new panel will not exactly match the colour of the old. In this instance the door should be repainted by the customer with a proprietary paint system, following the paint manufacturers' instructions and the door should be cleaned regularly.

Surfaces must be freely exposed to washing by rainfall and kept clear of accumulated dirt and debris and given equal exposure to local environmental conditions and consistent natural lighting conditions across the face of the door.

Visual appearance:

The quality check should be carried out in natural daylight, not direct sunlight whilst standing a distance of 3 metres from the door to view the overall appearance. From this distance the door should appear free from marks or distortions, stains, blemishes, indentations or scuffs.

At least 10% of the overall door surface area must be impacted. Chips, scratches, rubbing or scuffing, which result in cosmetic or surface corrosion, or natural fade or weathering of the finished surface are not covered in this warranty.

Marking over time to both sides of a roller and insulated roller door curtain is normal and not considered part of any warranty.

The corrosion of swarf filings or other air borne particles, rusting or staining of the panel is not considered panel rust.

Exclusions. The warranties do not apply to:

Damage or deterioration caused by accident, abuse or misuse.

Improper initial and subsequent operation.

Normal wear and tear on items such as brushes in the guides, rollers, seals and other areas of contact during normal operation.

Improper storage, installation or handling.

Failure to provide reasonable and necessary maintenance.

Acts of God, fire, alterations and/or additions to door, or damage or discolouration from the effects of atmospheric conditions, including, but not limited to:

- (1) areas subject to high moisture or salt atmosphere (eg Coastal Regions - within 2 miles of the sea)
- (2) areas subject to fallout or exposure to caustic, abrasive or corrosive chemicals and substances, fumes, ash, cement, dust, animal waste, or foreign substances
- (3) flood water, areas subject to water runoff, or runoff from lead, copper or galvanic metal flashing.

Whilst Garage Door Systems Limited's doors are durable and long lasting under normal conditions, this warranty does not extend to inherent defects in steel or other material used in the manufacturing process. The Manufacturer will however, procure and assign to the customer the benefit of the warranty of the manufacturer of the steel or other materials.

In no circumstances shall Garage Door Systems Limited be liable in contract, tort, negligence, breach of statutory duty or otherwise howsoever, and whatever the cause thereof, for any increased costs or expenses, for any loss of profit, business, contracts, revenues or anticipated savings, or for any special, indirect or consequential damage of any nature whatsoever.

All other representations or warranties (whether written or oral, express or implied by statute, common law, or otherwise howsoever) other than those set out above are hereby excluded.



The above image shows normal wear & tear to the inside of the roller door curtain.



Fading due to weathering / UV radiation over time - left image compared to image of new door (right).

Section 7 - Garage door service record

Please ensure this record is completed after each service for your garage door.

Year 2 Service

Date:
Work carried out:
Work performed by:
Print:
Signed:
Company name:
Notes:

Year 4 Service

Date:
Work carried out:
Work performed by:
Print:
Signed:
Company name:
Notes:

Year 6 Service

Date:
Work carried out:
Work performed by:
Print:
Signed:
Company name:
Notes:

Year 8 Service

Date:
Work carried out:
Work performed by:
Print:
Signed:
Company name:
Notes:

Section 8 - How to claim

Having read section 6, should you feel your product has not met the performance levels that are described in your Garage Door Systems warranty and within the conditions listed, this section informs you how to progress a legitimate claim.

In the first instance please contact the Garage Door Systems Limited specialist that installed your product.

To progress your claim under this warranty as efficiently and efficiently as possible, the following information will need to be provided:

1. Your, name, address, telephone number and e-mail address
2. Original invoice with date of purchase
3. Garage Door Systems Limited serial number (found on our label on the inside of the door)
4. Detailed description of the manufacturing defect

Garage Door Systems Limited will then assess your claim. This may require a representative from Garage Door Systems Limited to visit the product in-situ. We strongly recommend that you follow the instructions within this booklet on using, caring for and servicing and maintaining your door to ensure your claim is valid.

Please note that Garage Door Systems Limited maximum liability shall be the original purchase price inclusive of Value Added Tax at the rate prevailing when supplied.

Register online

Register your door on-line to receive automatic service reminders.

Visit www.garagedoorsystems.co.uk/warranty to sign up

Section 9 – Your installation details



Date of Installation: _____

Serial Number: _____

Installed by: _____

Print: _____

Signed: _____

Company Name: _____

Contact Number: _____

Address: _____

Product Installed: _____

Notes:

Declaration of Conformity



Machinery Directive Declaration of Conformity



Manufacturer: Garage Door Systems Limited, Wakehurst Road, Ballymena BT42 3AZ

Responsible Person: Mr Peter Doherty

Serial Number:

The company above declares under its own authority that the door above is fully in compliance with: **2006/42/EC – Machinery Directive & 2014/35/EU Low Voltage Directive**

The company additionally declares that the door is in compliance with the following directives:

2014/30/EU – Electromagnetic Compatibility Directive

2014/53/EU – Radio Equipment Directive

Place of Declaration: Garage Door Systems Limited, Wakehurst Road, Ballymena BT42 3AZ

Date: **01/03/2022**

Signature: *Peter Doherty*

MD, Garage Door Systems

Machinery Directive Declaration of Conformity
If you have a power operated door it is a legal requirement that you are supplied with a Declaration of Conformity by your installer to comply with European legislation. Your copy is affixed here as a record.





Garage Door Systems Limited, Wakehurst Ind. Est., Ballymena, BT42 3AZ

NI: Tel: 028 2565 5555

Fax: 028 2564 4030

Rol Tel: 1850 510 510

Fax: 028 2564 4030

UK Tel: 0870 242 3 242

Fax: 0800 085 2741

Email: info@garagedoorsystems.co.uk

Web: www.garagedoorsystems.co.uk

Authorised Specialist

Garage Door Systems operates a policy of continuous product development and reserves the right to alter specifications to product design features, product functionality, other product specifications and product manufacture without notification. All specifications are correct at time of publication, errors and omissions excepted.

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