

The image features a white garage door with a dark blue frame. Overlaid on the door is a network of red and white circular icons connected by a grey line. The central icon is a large red circle containing the 'Garage Door Systems' logo. Surrounding it are five smaller red circles: one with a hand holding a wrench, one with a padlock, one with a cloud and rain, one with a thermometer, and one with a hand holding a screwdriver. The background shows a brick wall and a brick-paved driveway.

Garage[™]
DOOR SYSTEMS

The **BIG**

TRUTHFUL

Small Print

What can I expect from my new door today, tomorrow and into the future?



What is the BIG TRUTHFUL small print?...

Garage Door Systems has been manufacturing garage doors for decades. We know you don't buy a garage door every day - possibly only once or twice in a lifetime - so being unfamiliar with what you can expect from your purchase is normal! This guide has been put together to shine a light on all the key areas you'll find useful to know and the things you must know about your door.

When you buy a product, there's often things buried in the small print that you only find out about once you've made the purchase - the kind of things that may be glossed over by a salesperson... The result is disappointment when something is not as you expected. **We want to be clear and upfront about what you can and cannot expect from your door - nothing buried in small print, just straightforward BIG print with nothing to hide!**

We've also included information on how to look after and how to get the best performance from your door. We're honest and open about our doors and we want you to be confident you're making the right purchase from our best-in-class.

Garage Door Systems Ltd.



Garage
DOOR SYSTEMS

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 **DuraRoll**
Steel Roller Garage Door



 **ThermaRoll**
Roller Garage Door



 **DuraTherm**
Insulated Sectional Garage Door



 **DuraPass**
Side hinged garage doors



1. WHAT A GARAGE DOOR IS... AND WHAT IT IS NOT...

Garage doors must be compliant to the standard for garage doors BSEN13241-1 – this includes our garage doors for vehicle openings and pedestrian doors for side access to the garage from outside. Pedestrian doors must be compliant to the standard for pedestrian doorsets BSEN14351-1 – this covers doors that are used for access to a dwelling – your front and back door and, if adjoined, the door from your garage into your home.

Lots of letters and numbers, but what's the difference? Garage doors, because their main function is for access to a garage space, do not meet the same levels of performance required of a pedestrian door. Why not? Because garages are often unheated spaces, the doors opening into them from outside don't require high thermal performance and, most significantly, they are designed to allow a car to pass through, which makes them unlike other doors in your home!

For pedestrian doors into a dwelling, which also includes doors from the garage into the living space, Building Regulations require a U value (that's how insulated a door is – the lower value the higher insulation) of 1.6 W/m²K in Northern Ireland, England, and Wales and 1.4 W/m²K in Ireland and Scotland. Garage doors are not required to have an insulation value, but, not surprisingly, **all must have suitable resistance to wind loading and be safe in operation.** This information is contained in the "Declaration of Performance", which is part of the standard for garage doors - BSEN13241-1.

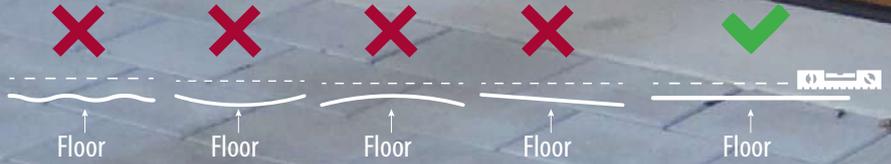
All our garage doors are independently tested to meet safety and wind loading requirements. We also have doors that **do** offer insulation, performing above the requirements of regulations. This is beneficial if a garage space is under a bedroom or attached to a living space and essential if your garage is used for work, a hobby room, or an extension to your living space.

Whilst garage doors are not expected to perform in the same way as a front door, our garage doors incorporate many features to help improve their weather protection capability. There are also limitations to what a garage door can achieve – see the following sections for the full picture!

Are Garage Door Systems' doors suitable for what I need? It may be the case that a Garage Door Systems Door is not suitable for either the garage opening you have, the application you want, or both – talk to Garage Door Systems and we'll give you an honest appraisal of your options.



Please remember: 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.



2. WILL MY DOOR BE FULLY SEALED?

Our doors are not airlocks or submarine doors and are designed to be installed minimum 75mm back from outside elevations (ie, middle of reveal and lintel), but it will perform well!

Air movement, rainwater ingress and light leakage are the three topics we get asked about the most when it comes to weather proofing. "It's the big problem I have with my old door" is often the phrase... Garage Door Systems' doors are designed to minimise these factors and each type of garage door has performance characteristics that are suited to different needs and budgets.

Aside from the door there are also steps you can take to make sure the opening into which the door is to be fitted will assist the effectiveness of weatherproofing. The most common misconception is if the threshold that a door closes onto is cracked, uneven and sloping across the width, it will be cured by a new door! A new door won't fix a broken floor!

When your door is closed, the inside of your garage will not be in complete darkness. The way the door operates, with many moving sections and joints, means there will be some light leakage and, consequently, air will also find a way through the same small gaps. It won't be like standing in front of a cheese grater, but on windy days there will be some small air movements! Our door types have, by the way they operate, different levels of sealing that are explained in the following section...

Tolerances of doors and openings!

Our doors are made to a tolerance + or - 2mm. Building opening have a typical tolerance of + or - 7mm. At the extreme of these tolerances,

it can equate to a 9mm difference between the door size and the opening. Fitting a door into an opening requires care – excessive gaps, distortion of frames or tracks, misalignment of locking points are all potential outcomes that will affect the doors performance.

The right threshold and floor rebate is so important!

To minimise the likelihood of water ingress, the garage opening plays a big part, particularly the threshold onto which the door closes and the driveway in front of the door. To help assist water draining away effectively from your door and prevent water ingress, **you must have a rebate** (minimum 10mm) high behind the door threshold or where your doors' seal meets a level floor. If your floor is not rebated and not sloping down from the inner face of your door outwards, you will be susceptible to water ingress, as water will not be able to drain away effectively. Even level drives are susceptible to ingress due to water pooling.

With a correctly fitted door in a well-prepared opening with a correctly positioned floor rebate (this is an essential requirement), water ingress should be minimal, but not fully eliminated. Seals between moving sections, where seals meet, particularly in corners, all have the potential to allow water ingress. A dry porous floor also has the capability to draw moisture in from the outside.

Extreme weather can exacerbate ingress – driving rain and high winds can force water between seals, as can the use of a pressure washer, which should never be used to clean a garage door.

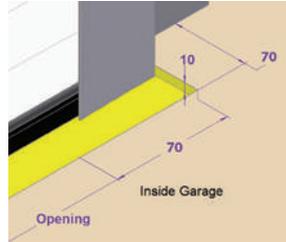


To avoid this you need a rebate!



DuraRoll Steel Roller Garage Doors

have a rubber seal at the bottom of the door that allows rainwater to run off the door onto the threshold and away from the door. Should the leading edge of your garage door not meet an even, level surface, you will experience gaps at points across the span of your garage opening when the door is closed. Light, Air movements, and water will find their way in if this is the case!

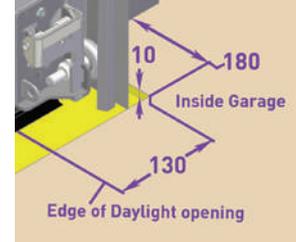


The door runs in guides at the side of the door. Some light leakage and draughts will occur here. At the top of the door, where the door curtain passes the lintel, there is a gap to allow the door to operate. The door does not close against the lintel and light and air movements will occur in this area.



DuraTherm Insulated Sectional Garage Doors

have a rubber compression seal at the bottom of the door that allows rainwater to run off the door onto the threshold and away from the door. Should the leading edge of your garage door not meet an even, level surface, you will experience gaps at points across the span of your garage opening when the door is closed. Light, air movements, and water will find their way in if this is the case!

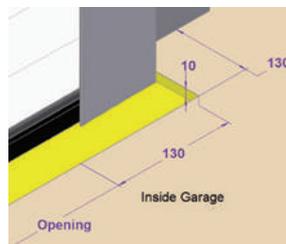


The door runs in tracks at the side of the door and closes against seals that run the full height of the door, these in conjunction within the seal that the door closes against at the top, will limit water ingress, light leakage, and air movement. DuraTherm is our most effective door at limiting water and draughts, and light leakage.



ThermaRoll Aluminium Roller Garage Doors

have a rubber seal at the bottom of the door that allows rainwater to run off the door onto the threshold and away from the door. Should the leading edge of your garage door not meet an even, level surface, you will experience gaps at points across the span of your garage opening when the door is closed. Light, air movements, and water will find their way in if this is the case! An uneven floor causes uneven contact of the bottom seal and will compromise the long-term performance of the safety edge and is not covered by warranty.

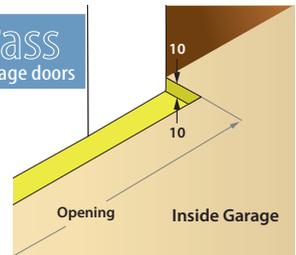


The door runs in guides at the side of the door. Limited light leakage and draughts will occur here. The door closes against the lintel and limited light and air movements will occur here, which can be further limited by selecting the full box option.



DuraPass Insulated and Uninsulated Side Hinged Garage Doors

have Q-Lon seals that run inside the frame sides and head, they also run down the lipped edge of the active leaf. Uninsulated doors have a rebated threshold with a Q-lon seal against which the door leaves close. Insulated doors have an Exitex ramped seal that closes against the bottom of the door leaf. If the threshold of the door does not meet an even, level surface, you will experience gaps at points across the span of your garage opening when the door is closed. Light, air movements, and water will find their way in if this is the case!



Inward opening doors provide an effective weather barrier in normal conditions. They are not, however, recommended in areas exposed to extreme weather conditions. High winds and rain may compromise the performance of this door type. In these situations, open-out doors are recommended, which incorporate a rebate behind the door leaf. Personnel doors are available as open-out or open-in, double doors are available open-out only.



3. WHAT INSULATION WILL MY DOOR PROVIDE?

Saving energy

Some garages just don't need an insulated door – they are separate from your house and often unheated. If your garage adjoins your home, is sited under a bedroom or if you use the garage as an extra room to extend your living space, then thermal performance is important in keeping energy consumption down. The level of insulation is shown as a U value. The lower the number, the better the insulation. Typical U values for different parts of a building are:

- Solid brick wall: 2 W/(m²K)
- Cavity wall with no insulation: 1.5 W/(m²K)
- Insulated wall: 0.18 W/(m²K)
- Single glazing: 4.8 to 5.8 W/(m²K)
- Double glazing: 1.2 to 3.7 W/(m²K) depending on type
- Triple glazing below: 1 W/(m²K)
- Solid timber door: 3 W/(m²K)



DuraRoll Steel Roller Garage Doors do not have a measured thermal value and do not employ insulated materials.



ThermaRoll Aluminium Roller Garage Doors do not have a measured thermal value and we make no claim as to the insulating properties of ThermaRoll. ThermaRoll's Declaration of Performance states "No Performance Determined".

Notwithstanding this, explaining how ThermaRoll is constructed may help you decide if the door is suitable for your needs. ThermaRoll's door curtain is made from interlocking twin walled aluminium slats each with a strengthening rigid foam core. 77mm Slats have a typical U value of 1.5 W/m²K and 55mm slats 2.9 W/m²K.



DuraTherm Insulated Sectional Garage Doors, as the name suggests, have a measured thermal value. DuraTherm doors have a double steel walled panel filled with a rigid PUR foam core. DuraTherm 45 doors have a 45 mm thick panel with a U value of 0.55 W/m²K, which compares very favourably to other parts of a building.



DuraPass Insulated and Uninsulated Side Hinged Garage Doors have no thermal value for the uninsulated door – no surprise there! The insulated version has an insulation filled, 44mm thick, double walled exterior grade steel panel and has a U value of 1.9 W/m²K as a complete door of typical size.



DuraPass Therma+ Insulated Side Hinged Garage Doors have an insulation filled 54mm thick, double walled exterior grade steel panel and have a U value of 1.4 W/m²K as a complete door of typical size.



4. HOW SECURE WILL MY DOOR BE?

Designed with security as a primary capability...

Security is always an important element when choosing a garage door. At Garage Door Systems, we've been making Garage Doors for decades and consider security in every aspect. Security comes from using strong materials and construction to ensure a would-be intruder is met with a physical barrier to entry.



DuraRoll Steel Roller Garage Doors do not have a tested security rating but are made from steel that is thicker than other doors – 0.5-gauge. The side tracks are also heavier gauge and deeper than other tracks, helping retain the door curtain. Manual doors have solid steel lock rods and a metal lock body, compared to other doors that use hollow rods and plastic locks. Remote control doors use the world's no.1 drive from LiftMaster. The motor holds the door closed with positive force. The remote-control transmitters are encrypted to protect against "Code Grabbing" by hackers.



ThermaRoll Aluminium Roller Garage Doors have a tested security rating on the ThermaRoll 77 door. It is independently tested to the Police preferred Specification Secured by Design standard. ThermaRoll 77 has a strengthened design with an 89mm diameter barrel and 100mm extruded guides.

Whilst the ThermaRoll 55 does not carry a security rating it is recognised as one of the strongest compact design doors. It has a 65mm barrel, 66mm guides and autolocks.

All ThermaRoll 77 doors include an alarm. Working with the physical security of the locking and strength of the door is electronic security. The control unit senses any attempt to force the door open by

levering the bottom of the door upwards. A 105dB alarm sounds to provide an alert and deter further attempts at entry.



DuraTherm Insulated Sectional Garage Doors do not have a tested security rating but are very strong, presenting a potential intruder with a solid structure when closed. The steel spindles on the rollers are held captive in the door tracks at the top and bottom of each panel section. Manual doors are secured with steel locking rods and a Euro profile lock cylinder. Remote control doors use the world's no.1 drive from LiftMaster. The motor holds the door closed with positive force. The remote-control transmitters are encrypted to protect against "Code Grabbing" by hackers.



DuraPass Double and Single Insulated and Uninsulated Double Side Hinged Garage Doors have 6-point locking in the uninsulated form, with 4-point ERA locking that includes a deadbolt and 2 hook locks to help prevent the leaves from being prised apart and 2 shoot bolts to the inactive leaf.

The insulated doors have inherited the security from our commercial grade doors, so performance is excellent. Insulated doors have 10-point locking that consists of 4-point ERA locking that includes a deadbolt and 2 hook locks to help prevent the leaves from being prised apart, 2 shoot bolts and 4 security pinned hinges that extend through the frame. Single doors have 8 point locking – 4-point Era locking and 4 security pinned hinges.



5. HOW CAN I MAXIMISE THE LIFE OF MY DOOR?

Regular cleaning and maintenance are the key...

What does regular mean? Yes, we do state an interval for cleaning and maintenance that we define in the conditions of our warranty but in reality, if something needs attention, it's sensible to attend to it as soon as possible. Doors that need a clean before the "recommended period" will suffer if left dirty. This mindset is essential in coastal areas – see the section "Will a coastal location affect my door?". A door that is not running well will not improve, may get worse or become permanently damaged if left until the recommended service interval. So, whilst the following section covers when and how, don't ignore an issue!

Garage door don'ts...

- ✗ **Don't** jet wash your door, it will cause damage to any and every part of the door it touches.
- ✗ **Don't** allow caustic, abrasive or corrosive chemicals and substances, flood water, water runoff, or runoff from lead, copper or galvanic metal flashing to come into contact with the door.
- ✗ **Don't** allow ash, cement, dust, animal waste, or foreign substances to remain on the door – clean them off immediately.

If you don't maintain and clean your door as described, you will invalidate the doors' warranty.

What is causing discolouration spots on my door?

Airborne particles that land on the door can contain elements that can rust and oxidise. If they do this on the surface of the door, they will cause discolouration

to the finish that often cannot be removed. Any work carried out near a door can leave debris on the door and cause a similar issue. This is not a problem with the finish and will not be covered under the doors' warranty. Regular cleaning will minimise the likelihood of such damage.

What to use...

- ✓ Clean microfibre cloths or lint free cloths.
- ✓ Clean warm water.
- ✓ Car shampoo or similar quality product.
- ✓ Lock cylinders should only be cleaned with care product for locks, not oil based agents. Lubricate only with specialist lock lubricant, typically graphite based.
- ✓ Polymer window units can be cleaned with car shampoo or mild plastic cleaner as a second choice (do not use glass cleaner - ingredients can be too aggressive for polymer windows).
- ✓ Glass cleaner for glass window units.

What NOT to use – they will damage your doors' surface irreparably!

- ✗ Abrasives or abrasive cleaners.
- ✗ Scrapers or razor blades.
- ✗ Scouring agents.
- ✗ Solvents.

How to clean...

If your door has grit, sand, or other particles on its surface, start carefully by rinsing the door with a garden hose. This will help remove the worst of the particles that will scratch the surface of the door if you start cleaning with a cloth without rinsing first.

After an initial rinse, use a wet cloth and car shampoo to gently clean the door. Polymer glazing units can soil quickly and may need attention more frequently than the door surface. It may be sufficient to wash them clean but if they have already become discoloured, cleaning will not usually resolve the issue and replacement may be required. Ensure you clean between sections on ThermaRoll and DuraTherm. Part-open the door to separate the joints and clean to remove any dirt and particles. Particles left in joints will scratch and mark the door when the joints close. Finally rinse with flowing water.

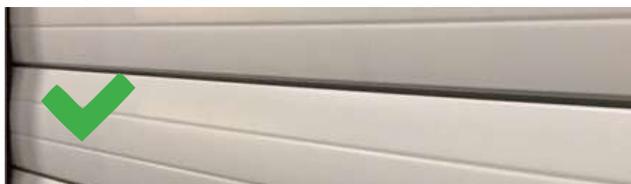
If you power wash your driveway and splash dirt/grit onto the door curtain - dirt/grit will become trapped between the front and rear of the door when operating that will lead to surface marking/scuffs. Clean the door immediately, but not with the jet wash!



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



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



Open your ThermaRoll door and clean between slats.

Stainless steel...

Stainless steel handles and other elements using stainless steel should be cleaned in the same way as the door. A quality stainless-steel cleaner can be used to help remove more stubborn stains or limescale. Rinse all cleaner thoroughly away and dry.

Salt and sand...

Coastal areas are very challenging for all elements of a building and the garage door is no exception – see the section titled “Will a coastal location affect my door?”.

General maintenance...

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. In the intervening period we recommend the following maintenance:



DuraRoll Steel Roller Garage Doors

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 Doors

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.



DuraTherm Insulated Sectional Garage Doors

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.



DuraPass Insulated and Uninsulated Side Hinged Garage Doors

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



Do not oil/grease the tracks on any door type. Good quality furniture polish is best for lubrication.



6. WHAT HAPPENS WHEN I HAVE MY DOOR SERVICED?

Extend the life of your garage door with timely servicing...

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.

Garage doors are large, very heavy, can have cables and springs under high tension and specialist electrical components. Garage doors require training to service safely and to meet appropriate levels of workmanship. This is why, to meet the requirements of the doors' warranty, we require servicing by a Garage Door Systems factory-trained specialist.

A service from a trained specialist will cover all aspects of the doors' operation, alignment, and safety. Each door type has a set list of tasks and checks to be completed. The service engineer will advise on the condition of your door and any remedial work, should it be required, to improve the operation of the door and any essential work to ensure safe operation. Servicing can help to extend the life of your door past the warranty period.

Details of the service; date, work carried out, who completed the service, and any notes, should be recorded in your Garage Door Systems customer care booklet. If you have had your door serviced or repaired in the past, make sure you have the details of any work carried out to allow the engineer to check the condition of the work and help with a full understanding of the history of the door.

Will my door work like new again?...

A door that has been well maintained will give many years of trouble-free service. The timely replacement of wearing parts ensures the doors mechanisms are not unduly strained or overloaded. As the door ages it will lose some of its performance, but this will be limited. If you do not maintain your door and wait until the door is problematic, a service may be able to resolve the issue, but it will not return the door "like new"! Continued strain on the door due to lack of maintenance can permanently affect the operation of the door.





7. WILL A COASTAL LOCATION AFFECT MY DOOR?

Yes...

The effects of salt and sand can travel many miles inland and, if left unchecked, will dramatically accelerate the deterioration and damage to the finish and all other surfaces, inside and outside, of a garage door. Salt and sand-laden air is incredibly caustic, and you must be realistic about the potential effect on your door. The need for rigorous cleaning is at a much higher frequency – at least monthly and definitely after any weather event, is essential. “But I’m several miles from the coast” – damp, salty air is no respecter of your protests and will quietly go about degrading your door at speed if you don’t clean regularly...

Am I covered by warranty in a coastal location?...

Yes, for workmanship and material manufacturing defects, just like any other door. No, for doors that have defects and corrosion directly arising from salt and sand damage including electronics, motors and power cord connections.



Salt corrosion caused by salt trapped between slats.

How to limit the effects...

Follow the same steps as listed for general cleaning but at a greatly increased frequency, appropriate for your location. Add to the routine the cleaning of lifting mechanisms, tracks and all metal surfaces inside the garage with a light oil-soaked rag, this will add a layer of extra protection to any metals.

Which door is best for coastal areas...

DuraRoll steel roller garage doors, DuraTherm insulated sectional garage doors and DuraPass side hinged garage doors have fewer points where salt and sand can become trapped. These doors all have factory finished coatings and pre-finished materials that are the best option for corrosion resistance. ThermaRoll, whilst made largely of aluminium, is prone to salt and sand entrapment between the slats and should only be chosen if very high care levels are possible.



8. EXTREME WEATHER EVENTS – WIND AND HEAT

An unfortunately increasing part of normal life is the occurrence of extreme weather events. Their impact on property can be significant and your garage door is not immune. All doors are certified for wind loading as part of their compliance with door standards, however extreme events, with gusting peak windspeeds, can impart high forces onto a door that exceed wind loading capacity and result in door failure. Ask for advice when choosing a door that is in an exposed location.

Equally, extremely high temperatures can cause rapid expansion that may lead to distortion and the jamming/binding of doors. Dark colours with a south facing aspect should not be chosen. If a door does distort, allow the door to cool and it may return to shape, but prolonged high temperatures are outside the design parameters of garage doors and some deflection may remain.



9. WHAT DO I NEED TO KNOW ABOUT DOOR COLOURS?

RAL references...

RAL references for colours are provided as a guide only to the nearest similar RAL colour and will not be a precise match. Similarly, there will be variations in shade and lustre between different surfaces of the door as colour application methods and materials may differ for each component of the door. Special RAL, BS, wood effects or other colours will not be a precise match. If you wish to match to other finishes such as a front door colour, please request a sample – do not rely on quoted RAL references, screen images or printed colours.

Fading...

UV light is a powerful agent and over time, in conjunction with general weathering, fading will occur to the colour of a door. This will be accelerated for doors exposed to full sun for most of the day. Fading should be limited and even, but, over the years, it will occur.

Dark colours...

Dark colours with a south facing aspect should not be chosen – if you are unsure, ask about suitable colour shades. If a door does distort, allow the door to cool and it may return to shape, but prolonged high temperatures are outside the design parameters of garage doors and some deflection may remain.

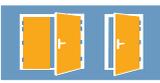


Fading due to weathering / UV radiation over time - left image compared to image of new door (right).



10. WHAT IS MY DOORS' WARRANTY AND WHAT MUST I DO TO MEET THE CONDITIONS OF THE DOORS' WARRANTY?

The warranty periods are as follows (coastal & extreme coastal exclusions apply):

 DuraRoll Steel Roller Garage Door	DuraRoll Steel Roller Garage Doors	<ul style="list-style-type: none"> • Garage Door Components* 5 years • Garage Door Plastisol Colours 10 years • Garage Door Foil Colours 5 years
 DuraTherm Insulated Sectional Garage Door	DuraTherm Insulated Sectional Garage Doors	<ul style="list-style-type: none"> • 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 Door	ThermaRoll Roller Garage Doors	<ul style="list-style-type: none"> • Garage Door Components* 5 years • Garage Door Foil Colours 5 years • Garage Door Factory Finished Colours 5 years
 DuraPass Side hinged garage doors	DuraPass Side Hinged Garage & Personnel Doors	<ul style="list-style-type: none"> • Residential Use 2 years • Non-Residential Use 1 year • ProtectaRoll Shutters Residential/Non-Residential Use 1 year
	Automation	<ul style="list-style-type: none"> • 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 • All Boards & Electronics/Connections 2 years • Remote Handsets 1 year • Control Boards & Board Fuses 2 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.

The terms and conditions should be read in full. Having read them it should be clear that if your door has been properly cleaned, maintained, serviced, used correctly, and has not experienced any damage or extreme conditions, whilst there may be some cosmetic changes over time to your door, it should provide safe and reliable operation for the full period of the warranty. If you have honoured the terms and conditions, which we believe to be fair and reasonable, Garage Door Systems will honour the warranty if you experience a qualifying issue.

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 non-residential uses (except DuraPass).

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 installation 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 3 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, expressed, or implied by statute, common law, or otherwise howsoever) other than those set out above are hereby excluded.

How to claim

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.

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.

Call-out charges

If the issue with your door is outside of the above and has been caused by user intervention or compromise to the installation environment, a call back charge will be applicable. GDS applies a call out charge in the first instance, which is refunded if the issue is confirmed as a product performance warranty issue or an installation issue.



11. WHEN MY DOOR IS NOT NEW ANYMORE...

As with any product, as it is used and ages it will show signs of use. Door surfaces that make contact with other surfaces as the door operates are areas that will show wear as the product ages. It's just not new anymore...

Moving parts and curtain marking

Over time, the rolling action of the door 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 and areas of degradation of the surface finish to both sides of a DuraRoll roller door and ThermaRoll roller door is normal and not considered a product defect. It's just not new anymore...

Other contact areas on all doors, such as door seals, panel section joints 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. It's just not new anymore...



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

Thresholds and the opening

If the threshold or opening become degraded, uneven, or levels change after installation, the performance of safety sensors, weather sealing and operation of the door will be affected. Both instances are not considered warranty issues. If you start to see an issue with the opening or threshold, make sure it is remedied quickly to limit the effect on the performance of your door. It's just not new anymore, but you can ensure it keeps working with the right care!



The above image shows curtain marking to the inside of the roller door curtain.



12. WHAT TO DO IF I NEED ADVICE?

Talk to Garage Door Systems. We've been a significant and trusted brand for garage doors for over three decades. Advice is freely available on all aspects of choosing and using garage doors throughout its life. No hidden small print, just good, honest, BIG TRUTHFULL print guidance on what you can and can't expect from a Garage Door Systems garage door.



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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. Date 03/24 Issue 1. Colours shown are for guide purposes only and are limited by the printing process.